

Windstream Kentucky West, Inc.

OF

SHEPHERDSVILLE, KENTUCKY

P.S.C. Tariff No. 4

Replaces Windstream Kentucky West, Inc. (Formerly Alltel Kentucky, Inc.)
P.S.C. Tariff No. 2, to Accommodate the Company Name Change

Rates, Rules and Regulations for Furnishing

TELEPHONE SERVICE

AT

SHEPHERDSVILLE, KENTUCKY AND ENVIRONS

AND

MT. WASHINGTON, KENTUCKY AND ENVIRONS

AND

ZONETON, KENTUCKY AND ENVIRONS

Filed with KENTUCKY PUBLIC SERVICE COMMISSION

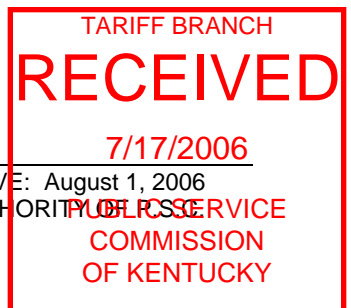


EXPLANATION OF SYMBOLS

- (T) To signify a change in text
- (C) To signify changed regulation
- (D) To signify discontinued rate, regulation or text
- (M) Indicates moved text
- (N) To signify new rate and/or new text
- (R) To signify reduction
- (I) To signify increase

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ISSUED BY: Vice President
Shepherdsville, Kentucky

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Order No.:
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OF KENTUCKY



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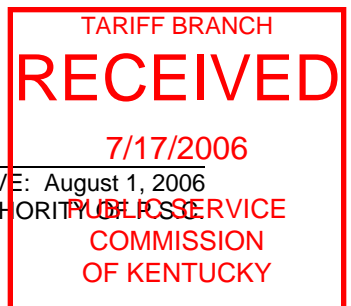


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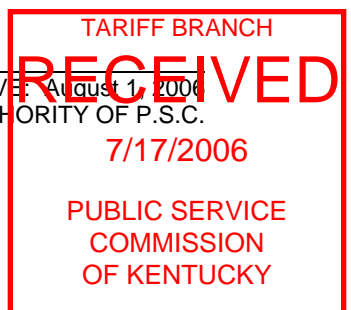
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1. APPLICATION OF TARIFF

The rules and regulations specified herein are in addition to those contained in the Local Exchange Service Tariffs. They apply to the intrastate services and facilities furnished by Windstream Kentucky, Inc., hereinafter referred to as the Telephone Company, or Company. Failure on the part of the subscribers to observe these rules and regulations of the Telephone Company, after due notice of such failure, automatically gives the Telephone Company the privilege to discontinue the furnishing of service.

On, October 6, 1998, Windstream Kentucky West, Inc. elected Alternative Regulation pursuant to Kentucky Revised Statute 278.516. The Kentucky Public Service Commission, on December 30, 1998, issued an Order stating Windstream is compliant with the Statute. Therefore, effective with the approval of this revision, all tariff revisions submitted by the Company will be filed in compliance with KRS 278.516 (3) and (4).

In the event of a conflict between any rate, rule, regulation or provision contained in the general rules and regulations and any rate, rule, regulation or provision contained in the Local Exchange Service Tariffs, the rate, rule, regulation or provision contained in the specific tariffs shall prevail.

These Tariffs cancel and supersede all other Tariffs of the Telephone Company issued and effective prior to the effective dates of these Tariffs.

Except as noted otherwise, these tariffs apply to all exchanges of the Company.

The exchanges served by Windstream Kentucky West, Inc. are as follows:

Shepherdsville Mt. Washington Zoneton

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2. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

2.1 Availability of Facilities

The Telephone Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits and equipment.

2.2 Interruptions of Service

If service is interrupted for more than 24 hours, and if such interruption continues after the fact has been reported by the subscriber or detected by the Company, other than by the negligence or willful act of the subscriber, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues, after notice and demand to the Company. No other liability shall in any case be attached to the Company on account of interruptions of service.

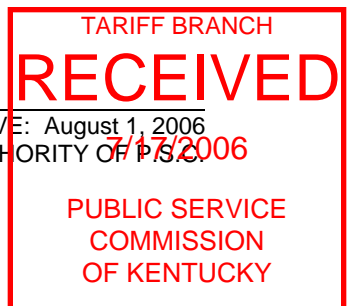
2.3 Reserved for Future Use.

2.4 Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons, and will not be liable for errors in transmission or for failure to establish connections. If, because of transmission difficulties the operator, (in order to accommodate the subscriber) repeats messages, no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstanding that may arise between subscribers because of the errors. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

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2. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Continued)

2.5 Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other Companies, the Telephone Company is not responsible or liable for any action of the Connecting Company.

2.6 Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises or person resulting from the existence of the Telephone Company's equipment and facilities on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

2.7 Adjustment of Charges

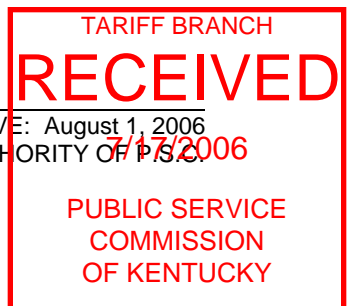
In the adjustment of charges for overbilling by the Telephone Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period during which overbilling has been effective cannot be fixed or the exact amount of overbilling determined from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a three-year period.

2.8 Alterations

The subscriber agrees to notify the Telephone Company promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Telephone Company's wiring or facilities; and the subscriber agrees to pay the Telephone Company's current charges for such changes.

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3. USE OF SERVICE AND FACILITIES

3.1 Ownership and Use of Equipment

If the installation and maintenance of service are requested at locations which are, or may be hazardous to the Telephone Company's employees or to the public, or to the property, the Telephone Company may refuse to install and maintain such service. If such service is furnished, the Company may require the subscriber to indemnify and hold the Telephone Company harmless from any claims, loss, or damage by reason of the installation and maintenance of such service.

The customer is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting, proper relative humidity and temperature control, required on his premises for communication facilities in connection with services furnished to the customer by the Telephone Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the customer. All operations required for the use of communications facilities at the customer's premises will be performed at the expense of the customer, and must conform with the operating practices and procedures of the Telephone Company to maintain a proper standard of service.

3.2 Connection of Certain Facilities of Customers

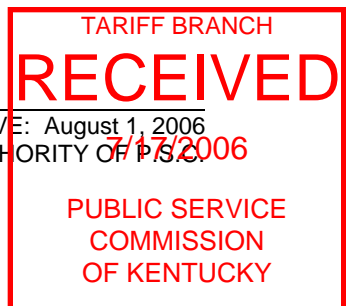
A. General Regulations

Certain customer-provided terminal equipment may be used and customer provided communications systems may be connected with the facilities furnished by the Telephone Company for telecommunications services under certain circumstances as provided in this Section of this tariff. This section supersedes and cancels all other terms, conditions, rates and charges as shown elsewhere in this tariff should they conflict with any of the terms, conditions, rates and charges as set forth in this section.

Where telecommunications service is available under this tariff for use in connection with customer-provided terminal equipment, protective circuitry, customer premise wiring and jacks, or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Telephone Company. The customer shall be responsible for the payment of Telephone Company charges as specified in this Section.

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3. USE OF SERVICE AND FACILITIES (Continued)

3.2 Connection of Certain Facilities of Customers (Continued)

A. General Regulations (Continued)

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment, protective circuitry, customer premises wiring and jacks, or communications systems.

The Telephone Company will not be responsible to the subscriber, or otherwise, if changes in the Company's communications facilities, equipment, operations or procedures, render the customer-provided terminal equipment, customer premises wiring and jacks, or protective circuitry obsolete; or, require modification or alteration of such equipment.

Where any customer-provided equipment, protective circuitry or system is used with telecommunications service in violations of any of the provisions in this tariff or other governing tariffs, the Telephone Company will take such immediate action as necessary for the protection of its services, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system, or correct the violation, and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above, shall result in termination of the customer's service until such time as the customer complies with the provisions of this tariff.

The customer must provide all the electrical power necessary for the operation of customer-provided communications systems, equipment, and associated lines to the point of interconnection.

Customer provided equipment will be connected by the customer to inside wiring and outlets according to specific rules and regulations as set forth by the F.C.C.

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3. USE OF SERVICE AND FACILITIES (Continued)

3.2 Connection of Certain Facilities of Customers (Continued)

A. General Regulations (Continued)

Terminal equipment or protective circuitry as specified by the F.C.C. and lawfully connected directly to the Telephone Company's facilities in each exchange as of October 17, 1977, where compatible, may continue to be connected for the life of the equipment in the same or a compatible exchange without being registered with the F.C.C., unless subsequently modified.

Terminal equipment and protective circuitry of a type not lawfully connected directly to the Telephone Company's exchange on October 17, 1977, where compatible, may be connected thereafter in the same or a compatible exchange only if the customer-provided terminal equipment or protective circuitry has been registered with the F.C.C.

Terminal equipment and protective circuitry as specified above, excluding coin telephones, may be directly connected to the Telephone Company's one-party exchange facilities in accordance with the terms and conditions of this tariff or other governing tariffs.

Terminal equipment or protective circuitry not registered with the F.C.C. or of a type specified above may be connected to the network through the use of a Telephone Company provided network control signaling unit and/or connecting arrangement.

Terminal equipment or protective circuitry may not be directly connected to multi-party facilities except through a Telephone Company provided network control signaling unit or connecting arrangement. The Telephone Company must consent to this type of connection prior to installation.

The Telephone Company will not be liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Telephone Company caused by customer-provided terminal equipment or protective circuitry. The Telephone Company will not be liable for damages arising out of injuries to persons or property from the electrical, mechanical, or other failure of any nature, including fires, explosions, or electrical hazards of customer provided equipment regardless of cause.

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3. USE OF SERVICE AND FACILITIES (Continued)

3.2 Connection of Certain Facilities of Customers (Continued)

A. General Regulations (Continued)

Customer-provided terminal equipment or protective circuitry directly connected to exchange facilities must be registered with the F.C.C. or lawfully connected directly to the Telephone Company's facilities as of October 17, 1977.

Customer-provided terminal equipment or protective circuitry may not be directly connected to party line service and coin telephone service.

Customer-provided terminal equipment or protective circuitry connected to exchange facilities shall be made only through standard jacks, as specified by the F.C.C., so as to allow for easy and immediate connection or disconnection.

Customers desiring to connect terminal equipment or protective circuitry to the Telephone Company's exchange facilities, before such connection is made, are required to notify the Telephone Company business office of the following information:

The F.C.C. Registration Number, or description of equipment if it is equipment lawfully connected as of October 17, 1977, and

The Ringer Equivalence Number of the registered terminal equipment or registered protective circuitry, and

The line number or directory number to which the terminal equipment or protective circuitry will be connected, and

Other such information that may be required to assure the compatibility of the equipment to be connected.

A customer who fails to notify the Telephone Company of such connection will be subject to disconnection of service.

In the event customer-provided terminal equipment causes harm, the Telephone Company will, when practicable, notify the customer that discontinuance of service may be required; however, where prior notice is not practicable, the Telephone Company will, (1) promptly notify the customer of such temporary discontinuance, and (2) afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance.

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3. USE OF SERVICE AND FACILITIES (Continued)

3.2 Connection of Certain Facilities of Customers (Continued)

B. Customer Premises Equipment

Customers are not permitted to enter or make connections inside the Telephone Company protector. The network interface device when installed provides a compartment for customer connections.

C. Inside Wire

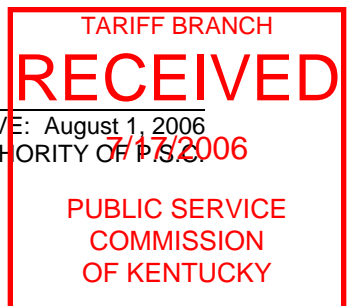
All inside wire shall be detariffed and deregulated effective January 1, 1987, by authority of the Federal Communications Commission in CC Docket No. 79-105.

Customer premise wiring includes all of the wiring and jacks inside the customer's premises as well as the wiring extending from the telephone company provided protective device or network interface, if present.

Customers will have the full right to use, change, rearrange, or add to the customer premise wiring beginning January 1, 1987.

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3. USE OF SERVICE AND FACILITIES (Continued)

3.3 Use of Subscriber Service

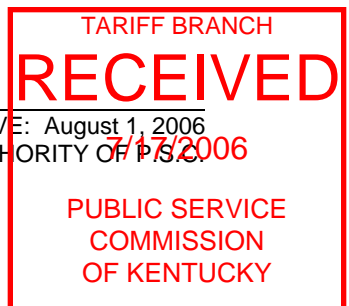
Subscriber Telephone service, as distinguished from public and semi- public telephone service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household. The Telephone Company has the right to refuse to install or discontinue subscriber telephone service on premises of public or semi-public character when the instrument is so located that the general public or patrons of the subscriber have access to the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use.

3.4 Use of Party Line Service

Applications for party line service are accepted by the Telephone Company with the understanding that each subscriber will so use the service as not to interfere with an equitable proportionate use of the service by the other subscribers on the same line. When the duration or number of local messages sent or received by a party line subscriber is so great as to prevent an equitable proportionate use of the line by other subscribers on the line, the Telephone Company shall have the right to require the subscriber to contract for a higher grade of service, or to discontinue the service of the subscriber in question. The Telephone Company reserves the right to limit the continuous use of a party line for a local message to five minutes.

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3. USE OF SERVICE AND FACILITIES (Continued)

3.5 Tampering with Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulation, or operation or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

3.6 Use of Profane Language or Impersonation of Another

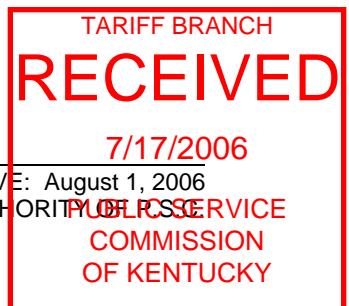
The Telephone Company may refuse to furnish or may deny telephone service to any person's firm or corporation who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive, obscene, or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

3.7 Governmental Objections to Service

The Telephone Company may refuse to furnish or may discontinue telephone service to any person, firm or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

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4. ESTABLISHMENT AND FURNISHING OF SERVICE

4.1 Application for Service

Applications for service must be made on the Telephone Company's standard form of application. These applications become contracts when accepted in writing by the Telephone Company, or upon the establishment of service. The terms and conditions specified in such contracts are subject to these General Rules and Regulations and the Local Exchange Service Tariffs for the particular exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.

Requests from subscribers for additional service, etc., may be made verbally, if the original contract provides for such additional service as may be ordered. A move from one location to another (Outside Move) within the same Exchange Area is not considered to terminate the contract and orders for such moves may be made verbally.

4.2 Telephone Numbers

The subscriber has no property right in the telephone number or any right to continuance of service through any particular Central Office, and the Telephone Company may change the telephone number or the Central Office designation, or both, of a subscriber whenever it deems it advisable in the conduct of its business to do so.

A non-recurring charge shall apply on all telephone number changes made at the subscriber's request.

Special billing telephone numbers are usually unique numbers that may be available for the purpose of identifying designated toll calls or specific local service. When available, special billing telephone numbers are provided to Telephone Company customers upon request at the rate of \$1.50 per month.(1) The Company reserves the right to change or discontinue use of special billing telephone numbers whenever it is deemed advisable in the conduct of its business to do so.

(1) In addition to the regular service charges.

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4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.2 Telephone Numbers (Continued)

If available, telephone numbers may be reserved for future use as requested by the customer at the rate of \$1.50 per month (1). The Telephone Company reserves the right to change or use the reserved telephone number or central office designation, or both, whenever it deems it advisable in the conduct of its business to do so. Should it become necessary to change telephone numbers or central office designation, the customer will be given 30 days notice of this cancellation.

Depending upon the capabilities of the central office switching equipment, primary telephone numbers may be arranged to "rotary hunt" to a designated idle number in service for the same customer. It may be required that the designated "rotary hunting" number be in a consecutive sequence with the primary number.

4.3 Payment for Service

The subscriber is required to pay all charges for exchange services and facilities, and for toll messages in accordance with provisions contained elsewhere in these General Rules and Regulations. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

A. Bills

Regular monthly bills are due and payable upon presentation.

Customers are normally provided one copy of the regular monthly bill. Additional copies may be provided at a charge of \$1.50 per copy.

B. Bill Format

Windstream Kentucky West, Inc. Bill Contents

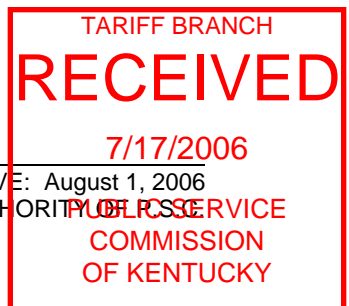
1. Bill Remittance

Each bill will include a Bill Remittance Page. This page should always be returned when making payments in order to ensure that proper credits are given. This will be the first page of any given bill.

(1) In addition to the regular service charges.

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OF KENTUCKY



4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.3 Payment for Service (Continued)

B. Bill Format (Continued)

1. Bill Remittance (Continued)

- a. The total amount due for the current month will be shown on this page. A detailed breakdown of all applicable charges will be displayed on subsequent pages.
- b. The "Amount Enclosed" line should be completed if paying any amount that is different than the total amount due.

2. Bill Summary

Each bill will include a Bill Summary Section, summarizing and totaling all applicable sections.

- a. The total amount due for the current month is shown here.
- b. A record of past transactions is shown here. Any past due balance will be printed in this area.
- c. Each section will have a title. Each section title may have more than one page.
- d. The current Windstream local service, non-recurring charges are shown on this page. For a detail of these charges, refer to the specific Windstream detail sections.
- e. The charges for other carriers including local service, non-recurring charges and toll charges are shown in this section. For a detail of these charges, refer to the detail section for the appropriate carrier(s).
- f. The federal, state and other taxes are shown on this page.
- g. The amount of Windstream local service charges, other carriers charges, non-recurring charges, and toll charges for either regulated or non-regulated services are shown on this page.

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4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.3 Payment for Service (Continued)

B. Bill Format (Continued)

3. Windstream Summary of Regulated Charges

This section summarizes and totals all applicable charges specifically billed by Windstream. All customers will receive this section, and specific charges will be detailed in following sections as needed.

- a. Applicable regulated local service and/or non-recurring charges or credits will be printed in this section.
- b. Your local service billing period and the amount of monthly recurring charges for regulated local service are shown in this section of the bill.
- c. The charges for the Federal Communications Commission mandated subscriber line charges will be shown on this page.
- d. The total Windstream toll charges is shown in this section.
- e. The total Windstream regulated charges are shown on this page.

4. Windstream Detail of Regulated Other Charges and Credits

This section displays and itemizes charges for the following services: Deposit Interest, Installment Billing Details, Advance Payment Amounts, Service Connection Charges, Partial Monthly Charges or credits for charges to regulated Local Service, and other miscellaneous transactions.

5. Windstream Detail of Regulated Service and Subscriber Line Charges

This section details for all customer the quantity of access lines, tariffed custom calling features, Windstream optional calling plan charges, and subscriber line charges. The amount of billing for each will be shown.

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4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.3 Payment for Service (Continued)

B. Bill Format (Continued)

6. Windstream Detail of Regulated Toll Charges

This section is printed only for customers who have made toll calls that are handled by Windstream. A brief description of each service with the total billing will be shown.

7. Long Distance Carriers* Summary of Charges

This section will be printed for customers who have placed calls that were handled by this long distance company. Windstream is a billing agent for these calls.

a. The total toll charges will be shown in this section. A detailed listing of customer telephone calls will be printed on a following section, identified by the specific carrier.

b. The total of all charges associated with each long distance carrier will be shown on this page. The total of all carrier(s), as applicable, will be carried forward to the BILL SUMMARY page shown above. This amount will then be reflected as "other carriers".

*i.e. AT&T, MCI, Sprint, etc.

8. Long Distance Carriers* Detail of Other Charges and Credits

This section lists partial monthly charges or credits and service connection charges for this company only.

9. Long Distance Carriers' Detail of Toll Charges

This section will list all toll calls that are handled by long distance carriers. Two lines are used to record each call. Codes used here are explained on the back of each bill page.

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4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.3 Payment for Service (Continued)

B. Bill Format (Continued)

10. Windstream Detail of Non-Regulated Charges

This section lists the non-regulated services billed by Windstream. The details include other charges and credits associated with non-regulated services as well as the itemization of all non-regulated services.

This section includes the statement - "NONPAYMENT OF ITEMS ON THIS PAGE WILL NOT RESULT IN DISCONNECTION OF YOUR LOCAL SERVICES".

11. Long Distance Carriers* Detail of Non-Regulated Toll Charges

This section includes detailed non-regulated toll messages, i.e. non-tariffed 900 messages, etc.

This section includes the statement - "NONPAYMENT OF ITEMS ON THIS PAGE WILL NOT RESULT IN DISCONNECTION OF YOUR LOCAL SERVICE".

*Long distance carriers may include AT&T, MCI, Sprint, etc.

C. Rendering of Bills

Bills for flat rate exchange service will be rendered in advance.

Bills for Toll Service will be rendered monthly in arrears.

D. Collections

The bill becomes delinquent fifteen (15) days after the billing date. Service may be temporarily discontinued (disconnected) by the Company on all delinquent accounts after five (5) days from the delinquent date, provided five (5) days written notice is given to the customer.

A "restoral of service" charge equal to the initial Service Order Charge and Line Connection Charge is applicable to each reconnection of service on paid delinquent accounts. A Premise Visit Charge is also applicable to each reconnection of service when a premise visit is necessary.

E. Subscriber about to Vacate Premise

The Company will hold a subscriber about to vacate a premise responsible for all service rendered up to and including the date specified by the subscriber for the discontinuance of service.

F. When the Telephone Company is required to pay three percent (3%) utilities gross receipts license tax for schools, authorized by K.R.S. 160.613, the Telephone Company will increase its rates in any such county in which it is required to pay such school tax by three percent (3%).

(M)

(M)

(M) Material on this sheet was previously located on Section 4, Sheet 7.

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4. ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

4.3 Payment for Service (Continued)

G. Miscellaneous Fees Associated with Payments

(N)

1. Payment Convenience Fee for Payment Made Via Telephone Call

A fee will apply for each instance of payment of outstanding charges when authorized by the residence subscriber by telephone (whether such telephone call was initiated by the subscriber or by the company) and when the method of payment would allow the payment to be immediately credited to the subscriber's account, such as payment via a credit card, an electronic check (eCheck), or any other discretionary type payment that may be accepted by the Company through such telephone contacts. This fee will not apply for payments taken directly by subscribers to authorized Company payment locations, payments mailed in, automatic funds transfer, and other conventional methods of payments. The subscriber will be informed of any applicable charges prior to processing the subscriber's request and given the opportunity to be transferred to the automated payment system to avoid the payment convenience fee charge.

Rates and Charges

| | <u>Rate</u> |
|-----------------------|-------------|
| Per Telephone Request | \$1.95 |

(N)

4.3.1 Special Promotions

- A. Upon occasions, the Company may elect to offer special promotions of new or existing services or products for limited periods as approved by the Public Service Commission. These promotions are a temporary waiver of certain recurring and non-recurring charges. Prior to the Company's promotional offering, the offering, along with the promotional period's estimated revenue effect shall be filed with the Kentucky Public Service Commission for approval.
- B. Upon initial availability in a particular exchange of Windstream custom calling feature(s), service(s) or combinations thereof, the Company may elect to waive the nonrecurring charges and up to the first two month's recurring charges for customers subscribing to such service(s) or feature(s) for a period of up to sixty days following the date on which such service(s), feature(s) or combinations thereof, becomes available in that exchange. If a promotion or a waiver for such feature(s), service(s) or combinations thereof is in effect for all customers in the customer's class of service at the time the customer orders the feature(s) or service(s), the general promotion or waiver will apply instead of this waiver. A subscriber may not participate in both this waiver and a concurrent general promotion or waiver for the feature(s) ordered.

4.3.2 Special Arrangements on Tariffed Services

Arrangements may be developed by the Company and, at the Company's discretion, offered on a case-by-case basis taking into account special customer considerations including, but not limited to, volume or term commitments, bundled services, in response to a competitive offering or for a service not generally offered under this tariff. ICB rates and terms will be offered to the Customer in writing and a contract entered into between the Company and the Customer.

* Material previously found on this sheet can now be found on Section 4, Sheet 6.

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4. Establishment and Furnishing of Service (Continued)

4.4 Maintenance and Repairs

A. Maintenance of Company Owned Facilities

All ordinary expense of maintenance and repair, of Company owned facilities, unless otherwise specified in the Telephone Company's tariff, is borne by the Telephone Company. The subscriber agrees to take good care of the facilities and all accessories connected therewith. In case of loss of, damage to, or destruction of any of the Company's facilities, or accessories, not due to ordinary wear and tear, the subscriber is held responsible for the cost of restoring the facilities to its original condition, except where such damage is not occasioned by the negligence of the subscriber.

B. Maintenance of Customer Owned Equipment

When the Company makes a repair visit and determines that the trouble is caused by facilities for which the customer is responsible, the Company will inform the customer that the trouble is in facilities for which the customer is responsible. The Company, however, will not provide repairs to facilities for which the customer is responsible under this tariff. This service is provided as a part of basic local exchange service. No additional charges will apply.

4.5 Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual installation costs, the subscriber may be required to pay a reasonable proportion of such costs. Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable, to employees of the Telephone Company, the customer may be required to install and maintain the Telephone Company's equipment and facilities in a manner satisfactory to the Telephone Company, any remuneration to be based on the conditions involved.

4.6 Reserved For Future Use

4.7 Late Payment Charge

A late payment charge of 2% applies to each customer's bill when any undisputed portion of a previous month's bill has not been paid in full prior to the next billing date. The 2% charge is applied to all new charges on a customer's previous month's bill which were not paid prior to the next billing date. The minimum late payment charge is \$5.00. Additional penalty charges shall not be assessed on unpaid penalty charges.

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5. TELEPHONE DIRECTORIES

5.1 Distribution

The Telephone Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Additional Company directories will be furnished at the discretion of the Company at \$1.00 each. (1)

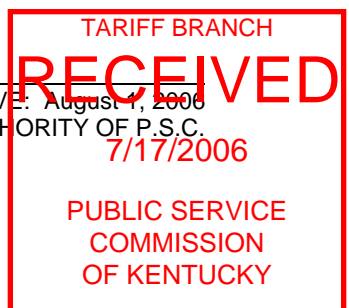
5.2 Ownership and Use

Directories regularly furnished to subscribers are the property of the Telephone Company, are loaned to subscribers only as an aid to the use of the telephone service, and are to be returned to the Telephone Company upon request. Subscribers must not deface or mutilate directories. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the subscriber. To insure usefulness of the directory, no binder, holder, or auxiliary cover, except such as may be provided by or with consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

- (1) Directories of other telephone companies will be furnished on request, when available, at the cost to the Company for acquiring such directories, plus a handling charge of \$1.00.

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6. ESTABLISHMENT AND MAINTENANCE OF CREDIT

6.1 Establishment of Credit

The Telephone Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company.

In order to insure the payment of all charges due for its service, the Telephone Company may require any subscriber to establish and maintain his credit in one of the following ways:

By furnishing references acceptable to the Telephone Company.

By means of a cash deposit.

Letter of credit/guarantee from a telephone company subscriber who has established acceptable credit with the telephone company.

6.2 Deposits

The Telephone Company may require a minimum cash deposit or other guarantee to secure payment of bills. The amount of deposit normally required shall not exceed two-twelfths (2/12) of the subscribers actual or estimated annual bill. Service may be refused or discontinued for failure to pay the requested deposit. Interest, as prescribed by KRS 278.460, beginning on the date of deposit, will be paid annually either by refund or credit to the customer's bill, except that no refund or credit will be made if the customer's bill is delinquent on the anniversary date of the deposit.

The deposit may be waived upon a subscriber's showing of satisfactory credit or payment history, and required deposits will be returned after one (1) year if the subscriber has established a satisfactory payment record for that period. If a deposit has been waived or returned and the subscriber fails to maintain a satisfactory payment record, a deposit may then be required. The Telephone Company may require a deposit in addition to the initial deposit if the subscriber's classification of service changes or if there is a substantial change in usage. Upon termination of service, the deposit, any principle amounts, and any interest earned and owing will be credited to the final bill with any remainder refunded to the subscriber.

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6. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

6.2 Deposits (Continued)

In determining whether a deposit will be required or waived, the following criteria will be considered:

1. Previous payment history with the Telephone Company. If the subscriber has no previous history with the Telephone Company, statements from other utilities, banks, etc. may be presented by the subscriber as evidence of good credit.
2. Whether the subscriber has an established income or line of credit.
3. Length of time the subscriber has resided or been located in the area.
4. Whether the subscriber owns property in the area.
5. Whether the subscriber has filed bankruptcy proceedings within the last seven years.
6. Whether another subscriber with a good payment history is willing to sign as a guarantor for an amount equal to the required deposit.

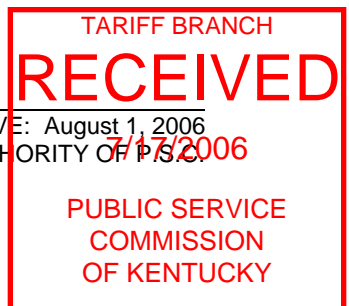
If a deposit is held longer than 18 months, the deposit will be recalculated at the subscriber's request based on the subscriber's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential subscriber or 10 percent for a non-residential subscriber, the Telephone Company may collect any underpayment and shall refund any overpayment by check or credit to the subscriber's bill. No refund will be made if the subscriber's bill is delinquent at the time of the recalculation.

6.3 Deposit not to Affect Regular Collection Practices

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation; nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service for non-payment of any sums due the Telephone Company for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

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6. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Continued)

6.4 Reserved for Future Use

6.5 Reserved for Future Use

6.6 Discontinuance of Service for Failure to Establish Credit

Service may be disconnected for failure to establish credit, as authorized above, within five days after the Company has served or mailed notice requiring the subscriber to do so.

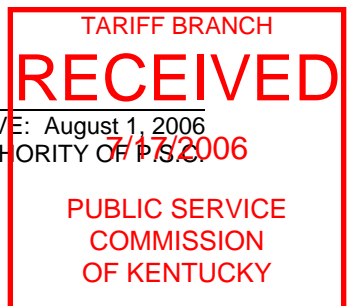
6.7 Reserved for Future Use

6.8 Restoral of Service Charge

Where service has been discontinued for failure to establish credit as above, the regular restoral of service charge will be made and collected by the Company as specified in Section 4.3.D of this Tariff.

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7. BUSINESS AND RESIDENCE SERVICE

The determination as to whether customer service should be classified as business or residence is based mainly on the character of use to be made of the service. Although, in general, business rates apply at business locations and residence rates apply at residence locations, residence service will not be furnished at business locations except as provided in 7.2(E) following.

7.1. In general, business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, where the service is located on a premises whose main use is nonresidential. Examples of locations at which business rates apply are:

- A. At offices, stores, factories, mines, and all other places of a strictly business nature.
- B. At houses or apartments where rooms are rented or boarders are taken or both, and in halls and offices of hotels and apartment houses. However, when it is clearly evident that the service located in the customer's house or in an owner's, manager's or occupant's private rooms or apartment is to be used primarily for the domestic purposes of the customer, then residence rates apply.
- C. At quarters occupied by clubs and fraternal societies, public, private, or parochial schools, hospitals, libraries and other institutions, and in churches. However, at locations, such as fraternity houses where members of the organization lodge, or lodge and board within the building, residence rates apply.
- D. At tool houses or construction offices of contractors engaged in the reconditioning or remodeling of any structure whether the structure is to be used for business or residence purposes upon completion of the work.
- E. At residence locations in the same building as the customer's business establishment or at residence locations adjacent to the subscriber's place of business when it is not evident that the telephone located in the residence is to be employed primarily for residence use.
- F. At all other locations where the subscriber's primary use of the service is for business purposes.
- G. Customers under the Sharing and Resale Tariff, even though a residence directory listing may apply.

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7. **BUSINESS AND RESIDENCE SERVICE** (Continued)

7.2 In general, residence rates apply when the use of the service is of a domestic nature or is located on a premises whose main use is residential and provided that service is not used substantially for business purposes. Examples of locations of which residence rates apply are:

- A. At private residences.
- B. At private apartments in hotels, boarding houses, college dormitories, and hospitals when separate main station service is provided in such apartments and where the use of the service is confined to the domestic use of the customer.
- C. At the place of residence of a clergyman, physician, nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner. Abbreviated titles such as "Dr.", "Rev.", "Judge", "Professor", are not considered business designations.
- D. In a private stable or garage when it is strictly a part of the customer's domestic establishment. Also, residence extensions are permitted in barns if the use of the service for any business purpose is only incidental. Separate exchange service or extension station service furnished at commercial farm locations for business use are classified as and charged for as business service.
- E. Residential secretarial lines may be terminated in telephone answering facilities at telephone answering bureaus.

7.3 Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle him to a residence classification of his service, as specified in 7.2 above.

A change of service classification from business to residence requires a number change.

7.4 Changes from residence to business service may be made without change in telephone number, if the customer so desires. Service Charges, which apply for such changes, are quoted in Section 27 of this tariff.

When it is determined that a customer with residence service is using that service in such manner that it should be classified and charged for as business service under the provisions of 7.1. above, the Company may disconnect the customer's service in the event he refuses to permit his service to be classified as business service and to pay the business rate.

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8. INITIAL CONTRACT PERIODS (MINIMUM SERVICE PERIOD)

Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration each month is considered to have 30 days.

The Telephone Company may require a contract period longer than one month at the same location in connection with unusual construction necessary to meet specific demands for service.

When a customer cancels an order for service carrying a termination charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Telephone Company in engineering.

The length of contract period for extra directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period except as provided in Section 9 of this tariff. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.

The Telephone Company may require a contract period longer than one month at the same location in connection with unusual construction necessary to meet special demands, and involving extra costs.

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9. DISCONNECTION AND TERMINATION OF SERVICE

A. Termination of Service

Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.

In the case of service for which the initial contract period is less than one month, charges for one full month shall apply.

In the case of directory listings and joint-user service where the listing has appeared in the directory, the charges due are to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing or joint-user service, subject, however, to a minimum charge for one month:

1. The contract for the main service is terminated.
2. The listed party or joint user becomes a subscriber to some class of exchange service.
3. The listed party or joint user moves to a new location.
4. The listed party or joint user dies.

Contracts for periods of longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.

Service may be terminated after the expiration of the initial contract period, upon the Telephone Company being notified, and upon payment of all charges due to the date of termination of the service.

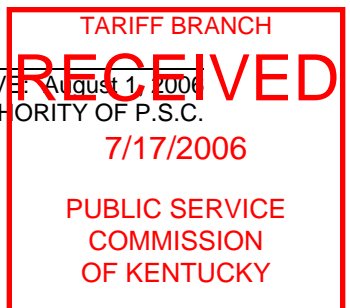
B. Disconnection of Service

Telephone service is subject to disconnection or suspension for any of the reasons listed below. If service is disconnected, a new telephone number will be assigned and you will be required to pay installation charges again. If service is suspended, your telephone number is reserved for 15 days and you will not be charged installation charges again.

1. Nonpayment of an Undisputed Delinquent Account. Service will not be suspended or discontinued for nonpayment of a delinquent charge until Windstream Kentucky West, Inc. has notified you in writing at least five days in advance of the suspension or discontinuance.
2. Unauthorized use of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of identity in obtaining telephone utility service.
5. Failure to post a required deposit or guarantee.
6. Failure to comply with terms of a settlement agreement.
7. Failure to obtain the Telephone Company's permission to connect terminal equipment or protective circuitry to the Telephone Company's facilities.
8. Use of any service listed in this tariff for the purpose of allowing the subscriber or any other telephone user to avoid usage, message, or toll charges that would otherwise be applicable.
9. As provided by State or Federal law.

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10. SPECIAL SERVICES AND FACILITIES

Special services and facilities, not ordinarily used in the furnishing of exchange telephone service and not otherwise mentioned in, or provided for by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed five years provided such special service or facility or use made thereof is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. Charges for any services not provided for in this tariff will be provided for on an individual case basis based on cost. In the event any such special service or facility or the use made thereof interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special service or facility after thirty days written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

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11. CONSTRUCTION CHARGES

11.1 General Regulations

The charges, deposits and regulations specified below apply in connection with all classes of service or facilities furnished by the Telephone Company and are in addition to the installation charges applying in connection with particular classes of service or facilities and in addition to service connection and move charges which are covered separately in the other sections of this tariff.

Construction charges may be payable, at the option of the Telephone Company, at the time the application is made.

When a deposit or a portion of a deposit is refunded in accordance with the plan for extension to new real estate additions, (Paragraph 11.2.C.), interest will be paid at the annual rate of 6% on the refunded portion of the deposit for the period held if it has been held 30 days or more. Interest on the refunded portion of the deposit is payable at the same intervals at which refunds are made.

Plant extensions made by the Telephone Company in accordance with these rules, however financed, shall be and remain the property of the Telephone Company or may be owned by some other company with whom the Telephone Company has a joint-user agreement.

11.2 Rules for Extensions of Permanent Distributing Plant for Company Exchange Access Arrangements and Private Branch Exchange Trunks

A. Within the Base Rate Area

Within the base rate area the Telephone Company will extend its distributing plant to furnish basic exchange service to any applicant without requiring a construction charge.

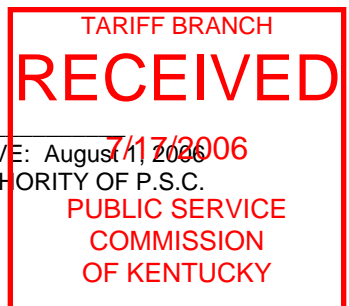
B. Outside the Base Rate Area

Outside the base rate area but within the exchange area the Telephone Company will extend its distributing plant to applicants in areas where facilities are not available under the following conditions:

- 1) New plant extensions required for furnishing company multi-party or zoned one-party rural service will be constructed by the Telephone Company under the following conditions:

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11. CONSTRUCTION CHARGES (Continued)

11.2 Rules for Extensions of Permanent Distributing Plant for Company Exchange Access Arrangements and Private Branch Exchange Trunks (Continued)

B. Outside the Base Rate Area (Continued)

1) (Continued)

- a) An allowance of 750 feet, route measurement on public right-of-way per customer will be made for such plant extensions without the application of a construction charge.
- b) Applicants may, at the option of the Telephone Company, be required to: (1) execute a termination agreement in an amount equal to 12 months exchange service, or (2) make an advance payment in an amount equal to 12 months exchange service in cases where no construction charges are applicable.
- c) For the construction in excess of the allowance stated in paragraph a) above, applicants for service are required to pay a construction charge equal to the average estimated per foot cost of the total line extension plus an amount equal to the Company's additional liability for Federal Income Taxes resulting from the application of this construction charge.
- d) Each customer receiving service under such extension will be reimbursed under the following plan: Each year for a period of not less than ten (10) years, which for the purpose of this rule shall be the refund period, the utility shall refund to the customer or customers who paid for the excessive footage the cost of 750 feet of the extension in place for each additional customer connected to the extension installed and not to extensions or laterals therefrom, but in no case shall the total amount refunded exceed the amount paid the utility. After the end of the refund period, no refund will be required to be made.

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11. CONSTRUCTION CHARGES (Continued)

11.2 Rules for Extensions of Permanent Distributing Plant for Company Exchange Access Arrangements and Private Branch Exchange Trunks (Continued)

B. Outside the Base Rate Area (Continued)

- 2) New line extensions and/or reinforcement of existing line facilities required for furnishing leased line (loops) service in the rural area of the exchange will be constructed by the Telephone Company so long as the estimated cost does not exceed five times the estimated additional revenue, less pole rental, derived from the extension. When the cost exceeds five times the additional annual exchange revenue, less pole rental expense, the applicant will be required to pay a construction charge equal to the difference between the cost and five times the additional annual exchange revenue, less pole rental expense, derived from the extension. A special type or amount of construction may be subject to a construction charge and/or termination agreement.

C. Extensions for New Real Estate and Housing Additions

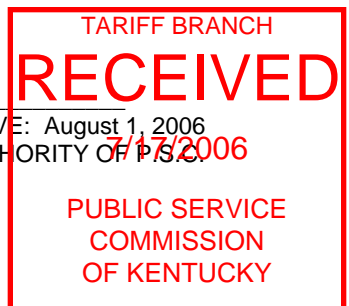
In real estate additions, when the promoter or developer desires to have telephone service made available for prospective residents without costs other than the regular service charges, and when in the judgment of the Company, the financial risk involved in the plant extension does not warrant the expenditure, the promoter or developer may make the following arrangement:

- 1) Deposit with the Company the cost of providing facilities plus an amount equal to the Company's additional liability for Federal Income Taxes resulting from the application of this construction charge for a distributing plant within the addition of sufficient capacity to serve an agreed upon ultimate number of customers in the addition.
- 2) Refunds of the deposit will be made to the promoter over a ten year period on the following basis:

At the end of each twelve-month period, a refund will be made for each customer attached to the system during the twelve-month period, which is a net main station gain over and above the greatest twelve-month total of main stations for which a refund was previously made, provided the refund does not exceed the total amount of the deposit. The amount of the refund is a sum equivalent to the cost of 750 feet of the extension installed for each additional customer connected during the twelve-month period. Deposits not refunded within ten years in accordance with the above become the property of the Company.

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11. CONSTRUCTION CHARGES (Continued)

11.2 Rules for Extensions of Permanent Distributing Plant for Company Exchange Access Arrangements and Private Branch Exchange Trunks (Continued)

D. Rules for Placement of Underground Facilities

- 1) The Company plans, when feasible, to replace existing aerial facilities with underground facilities in the course of normal operation. If a customer requests the removal and/or replacement of existing aerial facilities with underground facilities before removal and/or replacement is planned by the Company, such removal and/or replacement (including any additional plant segment necessarily involved) will be done at the expense of the customer as provided by the Company's tariff.
- 2) When requested by the developer or promoter of subdivisions or mobile home parks, all distribution and service lines, except necessary above ground appurtenances, installed within the real estate addition, shall, when feasible, be installed underground; shall conform to the Company's construction standards; and shall be owned and maintained by the Company. The developer and/or promoter shall:

a) Easements

Developer shall furnish to the Company a plat showing the location and nature of the tract to be developed before grading or other work begins.

Developer, at no cost to the Company, will provide and record all easements and rights-of-way required by the Company for the installation, maintenance, and repair of its facilities located within the tract to be developed.

Developer will notify all purchasers of lots and/or dwelling units of the provisions of the easements and rights-of-way granted to the Company by incorporating the same in the Bill of Assurance, Plat and other documents, all of which shall be filed for record prior to the sale of any lot and/or dwelling unit.

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11. CONSTRUCTION CHARGES (Continued)

11.2 Rules for Extensions of Permanent Distributing Plant for Company Exchange Access Arrangements and Private Branch Exchange Trunks (Continued)

D. Rules for Placement of Underground Facilities (Continued)

b) Facilities

Installation of Distribution Lines:

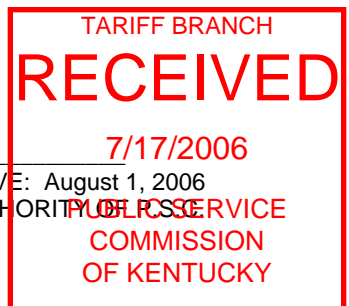
Installation of the underground distribution systems and necessary above ground appurtenances shall take place after developer has completed all rough grading and final grade is established where the Company's facilities are to be installed. Developer shall at his own cost clean the ground of trees, stumps and obstructions where the Company's facilities are to be installed and the Company shall thereafter, with the developer's cooperation, complete the installation of its facilities including the trenching and backfilling.

Installation of Service Lines:

Individual underground service lines connecting each customer's premises to the distribution line shall be installed as and when telephone service is ordered by the customer. Trenching and backfilling or plowing shall be performed by the Company.

Excess Cost:

In those instances where, in the Company's judgment, installation of underground distribution lines and service lines in a subdivision or mobile home park will exceed the estimated cost of aerial construction of such facilities, the Company may at its option charge the developer the difference. In such situation the developer may, at his own cost, provide the trench for the Company's distribution lines in accordance with the Company's specifications and backfill and grade the trench following installation of the Company's facilities.



11 CONSTRUCTION CHARGES (Continued)

11.2 Rules for Extensions of Permanent Distributing Plant for Company Exchange Access Arrangements and Private Branch Exchange Trunks (Continued)

D. Rules for Placement of Underground Facilities (Continued)

b) Facilities (Continued)

Dual Use:

Telephone lines may be installed in the same trench with other utility facilities unless, in the judgment of the Company, to do so would be dangerous, uneconomical, or impractical.

Connection to Existing System:

The connection from the end of the existing telephone distribution system to the underground system to be installed within the subdivision or mobile home park shall be made in accordance with the Company's tariff.

Removal of Aerial Facilities:

Where the Company has existing adequate aerial facilities located within the subdivision at the time the developer requests an underground distribution system, the Company shall remove and/or relocate such facilities underground and developer shall pay the Company any excess for the cost of the underground facilities over the cost of the aerial facilities, plus associated cost of any facilities removed. Whether any such aerial facilities are located outside the subdivision or placed underground within the subdivision shall be at the sole discretion of the Company.

Deposits:

When the developer desires to have facilities for telephone service made available for prospective residences and when in the judgment of the Telephone Company such installation would be premature, a deposit may be required from the developer in accordance with paragraph 11.2.C above.

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11. CONSTRUCTION CHARGES (Continued)

11.2 Rules for Extensions of Permanent Distributing Plant for Company Exchange Access Arrangements and Private Branch Exchange Trunks (Continued)

D. Rules for Placement of Underground Facilities (Continued)

Changes:

If after the acceptance of request for service, the design of the subdivision or mobile home park is changed in a manner which increases the Company's estimated installation costs, or the estimated costs of installation are increased for any other reason not the fault of the Company, the Company may defer or discontinue installation of its facilities until such time as such additional cost is paid by the developer to the Company.

3) Service to Other Installations

Where feasible, underground distribution and service lines to single individual residences, mobile homes, apartments, shopping centers and other commercial developments from existing facilities will be provided at the request of the customer, if the customer pays to the Company a sum equal to the difference between the estimated cost of aerial facilities as against the estimated cost of underground facilities and provides the Company with such easements as are needed. Where required, conduit as specified by the Company, will be provided by the developer at his expense on his premises for Company facilities to and/or between apartments, shopping centers and other commercial type buildings.

Temporary underground service upon proper application shall be provided during the construction of residential or commercial property at the expense of the applicant in accordance with paragraph 11.4 below.

Lawn, yard or other related repair work, necessitated by maintenance to buried facilities, shall be done by the customer and at his expense.

11.3 Special Construction

When a special type of construction is furnished to a customer, an additional charge is made, equal to the difference between the estimated cost of the special type of construction and the estimated cost of standard construction. The customer is required to bear unusual maintenance costs for the special construction.

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11. CONSTRUCTION CHARGES (Continued)

11.3 Special Construction (Continued)

Where either underground or aerial construction of facilities is required (other than by choice of the Telephone Company), an additional charge shall be made if the estimated cost of the type of construction required (underground or aerial) exceeds the estimated cost of the other type of construction. This charge shall be the difference between the two.

11.4 Temporary Service

Where plant construction (either inside or outside the base rate area) is required to provide any service or facility, temporary in character, or where it is necessary to place temporary construction in advance or permanent construction in order to meet the customer's requirements, the Telephone Company may require the applicant to pay the non-recoverable costs of the temporary construction or to contract for service beyond the initial period, or both.

11.5 Service Provided to Movable Premises

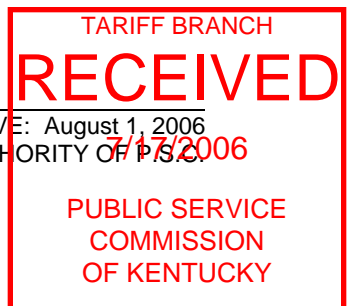
When telephone service is provided to movable premises by means of aerial plant, a clearance pole shall be provided if needed in the opinion of the Telephone Company. The customer shall place, own and maintain the pole. However, if the customer elects, the Telephone Company will place, own and maintain the pole and bill the customer the cost of placing the pole.

The clearance pole must comply with specifications determined to be applicable by the Telephone Company.

Provisions regarding underground service found in 11.2.D above shall apply for movable premises parks (mobile home parks) with the exception that no refund of the deposit as set out in paragraph 11.2.C.2) above shall be applicable.

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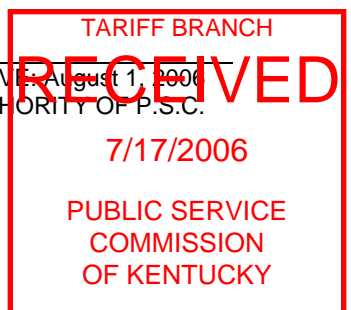


12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

| 12.1 | <u>WINDSTREAM DIGITAL CENTREX (ADC)</u> | <u>SHEET NO.</u> |
|-------------|--|-------------------------|
| 12.1.1 | General | 1 |
| 12.1.2 | Basic Feature Package | 4 |
| 12.1.3 | Rates and Charges - Basic Feature Package | 6 |
| 12.1.4 | Feature Package I | 7 |
| 12.1.5 | Feature Package II | 20 |
| 12.1.6 | Optional Features | 25 |
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| | | |
| 12.2 | <u>WINDSTREAM DIGITAL CENTREX II (ADC II)</u> | |
| 12.2.1 | General | |
| 12.2.2 | Basic Feature Package | |
| 12.2.3 | Rates and Charges | |
| 12.2.4 | Term Payment Plan | |

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC)

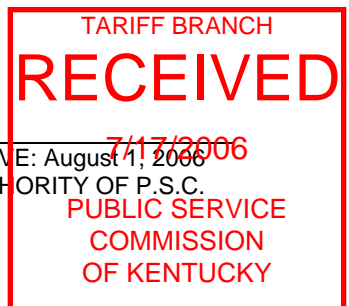
12.1.1 GENERAL

WINDSTREAM DIGITAL CENTREX (ADC) Service is furnished subject to the availability of facilities, features and central office equipment as determined by the Company. The features available depend on the type of central office from which the service is offered. A description of each of these features can be found in 12.1.2 through 12.1.7.

- a. The service is furnished from digital central office equipment located on Company premises and associated facilities so arranged as to provide the following service features:
 - (1) Direct-Inward-Dialing (DID) and Direct-Outward-Dialing (DOD) of exchange and long distance message network calls to and from stations and attendant positions of an ADC system.
 - (2) Intercommunication calls between stations of the same ADC system.
 - (3) Identified-Outward-Dialing (IOD) by station number of outgoing long distance message calls dialed by a station. Only calls billed to the subscriber by this Company will be provided this identification.
 - (4) Common recorded announcement interception of calls to unassigned station numbers.
 - (5) Station Line Hunting.
 - (6) Tel-Touch Service.
- b. Network Access Registers (NARs) provide access to local exchange and long distance networks and will be at the rates and charges as specified in Section 25.1 of this Tariff.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.1 GENERAL (Cont'd)

- c. The number of simultaneous exchange and toll network calls to and from ADC station lines and attendant positions of a ADC system is limited by the number of Network Access Registers subscribed to by the subscriber. Each Network Access Register may be arranged for two-way, one-way incoming or one-way outgoing operation depending upon the option chosen by the customer at the time the Network Access Register is installed. When a change in the operation is requested by the customer, the appropriate service charges as specified in Section 27 of this Tariff apply per Network Access Register affected.
- d. ADC station lines will consist of the intercom, basic features and optional services.
- e. An ADC system may be comprised of the following components:
 - Network Access Registers (NARs) ⁽¹⁾
 - ADC Station Lines ⁽¹⁾
 - Features
 - Telephones
 - Attendant Console Support Equipment
 - Attendant Console(s) ⁽²⁾
- f. ADC Service is not provided in association with Public Telephone Service. ADC service may be provided in association with PBX or Key System trunks. A surcharge per NARs will apply equal to the difference between the PBX or key trunk rate and the NARs rate.
- g. Certain auxiliary services may be available on an individual ADC station line and are subject to the capabilities of the serving central office.
- h. Customer premises equipment associated with this service is provided by the customer or as specified in Section 3 of this Tariff.
- i. Service charges as specified in Section 27 as well as charges specified in 12.1.3 of this Tariff apply to all ADC station line installations, customer requested moves, changes and rearrangements performed by the Company.

Note 1: Every system will include NARs and ADC Station Lines.

Note 2: Requires ADC station lines between the serving central office and the attendant console(s) location.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC)

12.1.1 GENERAL (Cont'd)

- j. In a different central office serving area of multi-office exchange:
- (1) The rate for ADC Service in a FX or FCO area is monthly rate for the ADC Service desired, plus a FX or FCO mileage charge as specified in Section 37 of this Tariff.
 - (2) When ADC station lines are connected by facilities which are routed between two or more central offices in the same exchange, the foreign central office mileage charge is calculated separately on an airline basis between the ADC central office from which exchange service normally would be rendered.
- k. The lines for direct connections between an ADC system and other systems are provided primarily for communications between stations of the two systems. In such cases, rates and charges for the tie line service as specified in Section 28 of this Tariff apply. In addition, these tie line connections may be arranged to provide completion of incoming or outgoing local and long distance calls through the ADC system to or from other systems (ADC or Non-ADC) provided such connections to the exchange or long distance network are only made at one system at a time.
- l. End user charges as specified in the end user section of the ATS Tariff FCC No. 1 will apply to ADC.
- m. A system may not be provided for intercommunication (stand alone) service only. Access to the exchange network must be provided.
- n. With the exception of Network Access Registers, suspension of ADC Service is not permitted.
- o. Directory Listing will be furnished subject to the rates and regulations specified in Section 31 of this Tariff.
- p. The minimum service periods applicable to ADC Service are as follows:
- (1) Month to Month - Normal service period as specified in Section 8 of this Tariff.
 - (2) Term Payment Plan - 36 Month and 60 Month.
 - (3) Except where the month to month option is selected, and except in the case of the NARs rate, customers subscribing to ADC Service are guaranteed rate stability for the service period selected.
- q. All ADC features are available only to lines utilizing Tel-Touch signaling.
- r. All exchange lines in an ADC system must be served by the same central office and have the same billing arrangement.
- s. At the option of the Company and subject to the availability of facilities and central office equipment, a Remote Line Unit or Subscriber Line Carrier may be provided on a special assembly basis.
- t. The ration of station lines to NARs for any individual customer can never be lower than 2:1 except when connecting ADC service to key and PBX systems as described in Section 12.1.f.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC)

12.1.2 BASIC FEATURE PACKAGE

The Basic Feature Package will include but not be limited to the following features:

a. Attendant Features

Attendant features are offered in conjunction with customer-provided attendant consoles. Features are dependent upon type console(s) provided by the customer. Attendant console(s) provided by the customer must be compatible with ADC Service. Attendant console support equipment as specified in 12.1.7.c(3)(a) is required.

b. Station Features

(1) Automatic Line-Direct Connect Number

A station programmed to a dial specific internal station number or "O" for the attendant when a station user goes off-hook.

(2) Call Forwarding - Variable

When activated by a ADC station line user, automatically routes calls intended for his station line to any other station line selected within the same system or optionally outside the ADC system. The ADC station line selected may also be the attendant.

(3) Call Forwarding - Busy Line

Automatically routes calls to the attendant or preselected ADC station line when the called ADC station line is busy.

(4) Call Forwarding - Do Not Answer

Automatically routes calls to the attendant or preselected ADC station line when the called ADC station line does not answer within the preset ringing cycle.

(5) Call Waiting

With this feature, an incoming call encountering a busy station receives audible ringing. The called busy station receives a call waiting tone. The called busy station may then acknowledge the incoming caller on hold, then alternate between callers, or abandon one of the calls.

(6) Consultation Hold - All Calls

Allows a ADC station user to place a call on hold by depressing the switchhook, at which time dial tone is returned. the station user may then proceed to establish connection with another internal station or outside party, and after speaking with the "consulted" party, the station user may (1) return to the call initially held; (2) depress the switchhook thereby effecting Add-On Conference or (3) hang up and effect transfer of the initial call to the consulted party.

(7) Speed Calling

Lets the ADC station line user place calls to a list of frequently called telephone numbers by dialing fewer digits than the complete directory number.

(8) Three-Way Calling

Allows a station user to add a third party to an existing two-party conversation.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC)

12.1.2 BASIC FEATURE PACKAGE (Cont'd)

c. System Features

(1) Direct Inward Dialing (DID)

The service allows for incoming calls from the exchange network to reach a specific station without attendant assistance.

(2) Direct Outward Dialing (DOD)

Outward calls may be dialed directly from any unrestricted ADC station line served by the ADC main switching equipment without the help of an attendant.

(3) Hunting

Hunting is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines. When the caller accesses the group, ADC attempts to complete the call on a sequence of lines. Three types of hunt groups may be allowed and are as follows:

(a) Directory Number Hunting (DNH)

Each line in the hunt group has its own unique directory number. The hunt group can be accessed by dialing any number in the hunt group, but the number of lines hunted depends on the hunting option (circular or sequential) assigned to the DNH group. Circular hunts all the lines in the hunt group regardless of the starting point. Sequential hunting starts at the number dialed and ends at the last number of the group.

(b) Distributed Line Hunting (DLH)

Distributed Line Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. DLH provides equal distribution of calls.

(c) Multi-Line Hunt Group (Basic)

When a call is originated to a busy station line in a basic multi-line hunting group, the call hunts once in a prearranged order for an idle station through all remaining station lines in that group.

(4) Station-To-Station Calling

Calls may be dialed to completion between any two station lines of a digital ADC system.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.3 RATES AND CHARGES - Basic Feature Package

- a. ADC Exchange Access is provided by the appropriate Network Access Register(s) (NARs) as specified in Section 25.1 of this Tariff.
- b. ADC Station Lines which include the intercom and basic features, are provided on a per line basis.

| | Month to Month <u>Rate</u> | 36 Month <u>Rate</u> | 60 Month <u>Rate</u> |
|---|-------------------------------------|----------------------------|----------------------------|
| (1) ADC Station Lines, 1-20 ea ¹ | \$5.00 | \$4.75 | \$4.50 |
| (2) ADC Station Lines, 21+ ea ¹ | \$6.50 | \$6.25 | \$6.00 |

Note 1: To the monthly rate shown, add the appropriate Network Access Register

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I

a. Station Features

(1) Call Pickup

Allows an ADC station line user to answer calls directed to another ADC station line within the same preset call pick-up group.

(2) Speed Call - Long List

Individual - The long list can be dedicated to an individual line, in which case it can only be updated, deleted from, and used by this line.

Group - This list has one line designated as controller. Only the controller can add to, change, or delete numbers from the list. Other lines with access to this list are restricted.

(3) Ring Again

This feature allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

(4) Station Controlled Conference (Six Ports Max.)

This feature allows an ADC user to establish a conference call consisting of more than three conferees (maximum six) with the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

(5) Meet-Me Conference

This feature provides a six-party conference bridge and directory number for conferees to dial at a specified time to hold a conference.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

b. System Features

(1) Distinctive Ringing

Distinctive Ringing is furnished to indicate the source of calls to idle station lines.

(2) Last Number Redial

The last number redial feature enables a subscriber to redial the last called number by depressing a single key rather than the entire number.

(3) Attendant Service

Local, Remote Consoles - The DMS-100 data structure permits maximum quantities of consoles, subgroups, and customer groups as follows:

- Maximum of 255 attendant consoles to be served
- Maximum of eight attendant subgroups per customer group
- Maximum of 4,095 customer groups per switch

Centralized, Limited to Host & Remote Line Equipment - This service allows a customer who has a number of locations within a city (all served by the same ADC switch) to centralized attendant service on a part-time basis.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

b. System Features (Cont'd)

(4) Class-Of-Service Restrictions

This service provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations and tie trunks.

a. Fully Restricted Service

Two types of fully restricted service are applied to stations as described in the following:

- (1) Attendant restricted stations are denied access to the exchange network, and
- (2) Fully restricted stations are denied access to the exchange network and to the attendant.

b. Semi-Restricted Service

Semi-Restricted stations are allowed access to the exchange network only through the attendant.

c. Toll Restricted Service

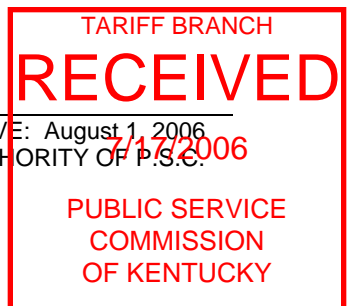
Toll restricted stations are either toll denied or assigned toll diversion to the attendant.

d. Unrestricted Service

Unrestricted stations are allowed to access the exchange network, the toll network or any service accessible by dialing.

(5) Code Restriction Arrangements

A Code Restriction Arrangement automatically denies a portion of all ADC station lines of a ADC system direct outward dial access to one or more three-digit codes within the local calling area in which the system is located. Code restriction provides a distinctive tone to indicate that access is not permitted on call attempts.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

b. System Features (Cont'd)

(6) Data Call Protection

Data Call Protection prevents calls from being interrupted by call waiting tones, testing or busy verification attempts. Data call protection is not customer changeable and lines assigned this feature may not utilize call transfer or conference capabilities.

(7) Dial Pulse Conversion

Allows the acceptance of signaling from lines or incoming trunks in either dial pulse (DP) or DTMF and outpulses the digits necessary to complete the call in either DP or DTMF (which ever is required by the equipment being installed).

(8) Executive Busy Override (EBO)

Allows a station user to gain access to a busy station by flashing the hookswitch during the busy tone then dialing a feature code. An EBO warning tone is transmitted to the called station and then a three-way is established.

(9) Dictation Access and Control (DTMF only)

Provides station access to customer-provided dictation recording equipment by dialing an access code - Tel-Touch required.

(10) Loudspeaker and Radio Paging Access

This service allows stations and attendants to access customer provided loudspeaker paging equipment to summon a particular person, using speakers located on the customer's premises.

(11) Intergroup Calling

Allows customers in different customer groups to call each other using abbreviated dialing, in the same manner that callers in the same customer group may call each other by dialing two through five digits.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

b. System Features (Cont'd)

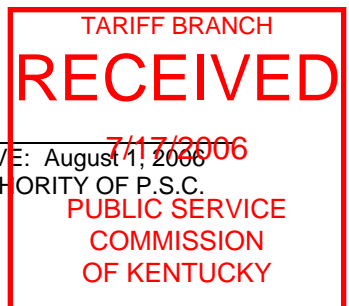
(12) Uniform Call Distribution (UCD)

Uniform Call Distribution provides an even distribution of incoming network and intercom calls among the individual station lines of a hunt group and includes Circular Hunt.

- (a) Call Queuing is an option that may be added to the UCD arrangement. Queuing permits calls, in excess of ADC station lines in a UCD group, to be held in the central office and distributed in their order of arrival to ADC station lines in the UCD group as the ADC station line becomes available.

(13) Uniform Numbering Plan Capability

This feature enables a multi-location customer to have a uniform numbering plan among the ADC stations located at the various customer locations (perhaps connected by the tie lines). Each location is assigned a code (sequence of digits) as a unique identifier. The customer group members then call each other by dialing the location code followed by an extension number. No routing digits (typical of a tandem tie trunk network) are required to be dialed by the caller.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

c. Attendant Console Features

(1) Attendant Access to Paging

This feature allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises. The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

(2) Attendant Autodial

The attendant autodial feature permits an attendant to dial frequently called numbers by depressing the autodial feature key, which is programmed with the number. Depressing this key has the same results as dialing the digits manually.

(3) Attendant Call Park Recall Timer

This feature provides a separate timer for calls parked by the attendant. The timer defines the maximum time period that a call can spend in the parking lot. If the call is not retrieved or abandoned within the defined time, the call is unparked and the attendant is recalled.

(4) Attendant Call Selection

This feature enables an attendant to answer incoming calls in the order they are received, regardless of the incoming call type, or by manually selecting a specific incoming call type.

(5) Attendant Camp-On

This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

(6) Attendant Conference (Max. Six Conferees)

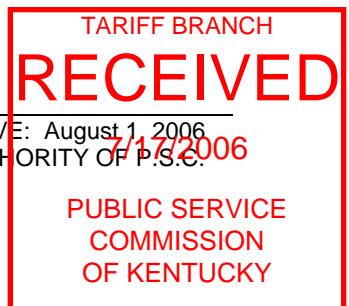
With this feature, an attendant can establish a six-port conference call (not including the attendant).

(7) Attendant Console Display

The console display assists attendants in handling calls efficiently. The display unit is built into the attendant console.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

c. Attendant Console Features (Cont'd)

(8) Attendant Control of Trunk Group Access

This feature allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

(9) Attendant Locked Loop Operation

This feature allows an attendant to hold a call on loop. Attendant locked loop operation consists of two hold types, manual and automatic. Both types are attendant console features.

(10) Attendant Release Upon Completion of Dialing

The attendant release feature allows an attendant to extend a call to a ADC trunk or a Plain Ordinary Telephone Service (POTS) trunk, then release the call after the dialing is completed and before outpulsing to the trunk is completed.

(11) Attendant Speed Calling

This feature allows an attendant to dial frequently dialed numbers by depressing a speed call key and dialing one or two digits instead of all digits in the number. The frequently dialed number may be a directory number, authorization code, account code, or access code.

(12) Attendant to Recorded Announcement

This feature permits the routing of attendant calls, originated or extended, to an announcement.

(13) Attendant Transfer

With this feature, a call that is transferred by a station to the attendant by either flashing or by flashing and dialing zero is queued on a first in, first out basis.

(14) Automatic Recall

This feature is used for attendant-extended calls to stations served by the DMS-100.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

c. Attendant Console Features (Cont'd)

(15) Busy Verification - Stations, Trunks

This feature allows an attendant to determine whether stations or trunks are busy or idle.

(16) Call Hold

This feature allows an attendant to hold a call manually on the loop by pressing the hold/release key, or to hold a call automatically on the loop by pressing another loop key.

(17) Call Park

This feature allows the attendant to park calls against any directory number in the attendant customer group.

(18) Code Calling Line Termination

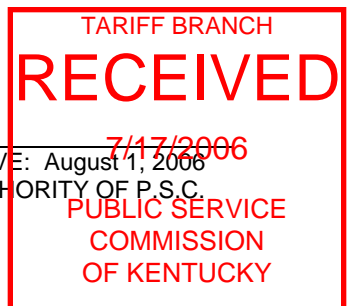
This feature allows an attendant to access customer-provided code calling equipment by dialing an access code and a called party code.

(19) Console Test

This feature allows an attendant or maintenance personnel to test the functional operations of a console. Before conducting the tests, headsets must be unplugged.

(20) Delayed Operation

With this feature, the attendant may place a call for a calling station while the calling station waits on-hook. When the called station answers, the attendant can recall the calling station by depressing the signal source key. On answering, the calling station and the called station are connected.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

c. Attendant Console Features (Cont'd)

(21) Interposition Calls and Transfers

This feature allows an attendant to call and speak to another attendant and to transfer a call to another attendant.

(22) Lockout

With this feature, an attendant cannot reenter a call on a held loop unless recalled by a station user or by automatic recall.

(23) Attendant Operational Measurements - Enhanced

This service provides attendant operational measurements for a customer group or subgroup.

(24) Multiple Console Operation

DMS-100 allows for the assignment of a maximum of 255 consoles. These consoles can be assigned to one large customer group or to several customer groups. DMS-100 allows for the assignment of 4,095 customer groups.

(25) Multiple Listed Directory Numbers

A customer may have many listed directory numbers. To handle this efficiently, each number has a unique ICI lamp so that the attendant can answer appropriately.

(26) Position Busy

This feature allows the attendant to make the console unavailable to additional queued calls. The attendant can still originate calls and use or program the features available while the console is in the position busy state. However, to do this, one headset or handset must remain plugged into the console.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

c. Attendant Console Features (Cont'd)

(27) Secrecy

This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

(28) Serial Call

This feature allows an attendant to extend a call to more than one station.

(29) Straightforward Outward Completion

This feature allows a station user in a ADC customer group to have the attendant extend a call outside the customer group. The station user may remain off-hook while the attendant extends the call.

(30) Supervisory Console (Basic)

This feature allows an attendant to call a supervisor for assistance and to extend a call to a supervisor for subsequent call handling. It also allows the supervisor to monitor the progress of an attendant and to give assistance while the attendant is handling a call.

(31) Switched Loop Operation

With the Switched Loop Operation (Virtual Loop Concept), trunks and lines do not have direct termination on the consoles.

(32) Trunk Group Busy/Trunk Group Access Control Through Special Keys

This feature provides special keys to serve as a common interface for trunk group busy and trunk group access control for all trunk groups allocated to the customer group.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

c. Attendant Console Features (Cont'd)

(33) Through Dialing

This feature allows the attendant to select the trunk facility for a ADC station in the same customer group and send dial tone to the station user. The station user then dials the called number.

(34) Timed Recall Set to Zero

This feature allows a customer to cancel the automatic recall feature for a specific customer group by inputting a zero (infinite) value for the appropriate attendant recall timers.

(35) Trouble Key on ADC Console

This feature allows an attendant to indicate a problem in the handling of a particular call.

(36) Trunk Group Busy - Indication

This feature allows for the displaying of trunk group status on the attendant console. The lamp state associated with a trunk group shows the following: Off-when one or more trunks in the group is idle; On-when all trunks in the group are busy.

(37) Two-Way Splitting

This feature allows the attendant to talk privately to either the calling party or the called party. The attendant can alternate between the source and destination as required. Either the source or the destination can be excluded; both cannot be excluded simultaneously.

(38) Uniform Call Distribution from Queue

This feature provides for a uniform distribution of calls from the attendant queue to a group of attendant consoles. As the consoles become idle, incoming calls are distributed on a first in, first out basis.

(39) Wild Card Key

An attendant may use the Wild Card Key to invoke special features not directly available through a feature key on the console. Any special feature normally available through the use of a feature key may be invoked through the Wild Card Key with the exception of ICI.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 Feature Package I (Cont'd)

c. Attendant Console Features (Cont'd)

(40) Night Service - Fixed/Flexible

This service provides for the handling of calls when the attendant is absent. It is usually activated after regular hours and on weekends.

(41) Night Service - TAFAS

This service allows any station in the customer group to answer an incoming call by dialing a code. The code is dialed when the TAFAS alerting device sounds.

(42) Station Call Park

Call Park allows the attendant to park calls against any directory number in the station or customer group. The parked call may be retrieved from any station by dialing the feature access code for retrieval plus the directory number.

(43) Attendant Message Waiting

This feature allows up to 255 Attendant Consoles to be used as a message center for a number of station users. The main functions of a message center are to:

receive and record messages for calls forwarded to the message center,

convey messages to called stations on request, and

activate/deactivate message-waiting indication for user stations.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.5 FEATURE PACKAGE II

a. Business Set Features

(1) Business Set Automatic Dial

The Automatic Dial (AUD) feature allows a Business Set station user to call a frequently dialed number by depressing the assigned feature key. The user is permitted to change the assigned number stored against the feature key. The feature is assigned to the feature key through the service order system.

(2) Business Set Automatic Line

Business Set Automatic Line (AUL) is a directory number feature that may be assigned to individual DN appearances on a Business Set station, including the primary DN. When an off-hook is reported from a DN appearance to which AUL has been assigned, a connection is automatically established to a predetermined location.

(3) Business Set Executive Busy Override

Executive busy override (EBO) allows a Business Set station to gain access to a busy station by depressing the EBO key. EBO is a set feature and, therefore, applies to all DNs on the business set. EBO can be active on one or more DNs on a business set at any instant. Each EBO key depression is always associated with the particular DN that is currently active.

(4) Business Set Call-Back Queuing

With this feature, a Business Set user encountering an all-trunks-busy condition has the option of being notified when a trunk becomes idle. The user is then automatically connected to the called number.

(5) Business Set Call Forwarding

Business Set Call Forwarding (CFX) is functionally identical to ADC call forwarding. Business Set call forwarding will be a subset feature, that is, it will not necessarily apply to all DNs on the set. When the set is datafilled for call forwarding, the user can specify at datafill time what DN keys call forwarding will affect. All types of DN keys, including Multiple Appearance Directory number (MADN) DNs and hunt group DNs, will be able to have the call forward feature. MADN DNs will be restricted, in that only the set that has the primary MADN member will be able to have call forwarding.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.5 FEATURE PACKAGE II (Cont'd)

a. Business Set Features (Cont'd)

(6) Business Set Call Park

The call park feature provides a Business Set user with the capability of parking a call against his/her directory number. The parked call may be retrieved from any station by first requesting call park retrieve and then dialing the directory number of the station against which the call was parked. Once a call has been parked against a DN appearance in the system, the user is free to originate and receive calls on that DN.

(7) Business Set Call Pickup

Call pickup allows a station to answer call incoming to another station within a predetermined call pickup group. A call pickup group is a group of stations with call pickup features linked together using one of its stations as the primary member.

(8) Business Set Call Waiting

An incoming call encountering a busy Business Set station receives audible ring, while the called station user receives call waiting notification. The called station user can choose to acknowledge the new caller and place the existing party on hold, to alternate between the callers, or to abandon one of the calls.

(9) Business Set Feature Code Access

Feature code access provides an alternate method of accessing business set features, other than through the use of feature keys. The situation would arise when a customer whose business set has all of its keys assigned wants one more feature but not the added expense of an add on unit.

(10) Business Set Individual Business Line

The Private Business Line (PBL) allows the business set subscriber the appearance of a POTS line as one of the Directory Number (DN) keys on the set. The PBL will have a POTS dialing plan.

(11) Business Set Intercom

The Intercom (ICM) feature allows a customer to directly terminate on a predesignated set by depressing the intercom key on the business set.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.5 FEATURE PACKAGE II (Cont'd)

a. Business Set Features (Cont'd)

(12) Business Set Listen On Hold

This feature allows a business set user to place a called party on hold and listen through the speaker. The intended use of this feature is to enable the business set user who has been put on hold to listen through the speaker to determine when the call has been reestablished.

(13) Business Set Multiple Appearance Directory Numbers

A Directory Number (DN) that is assigned to more than one business set is called a Multiple Appearance Directory Number (MADN). The business sets that are assigned this DN are known as a MADN group. MADN groups can be comprised of up to 32 stations and configured in either Single Call Arrangement (SCA) or Multiple Call Arrangement (MCA). The Single Call Arrangement allows only one set to be active (either originating or terminating) on the MADN at any given time. With the multiple call arrangement, more than one set in the MADN group can be active on the MADN simultaneously. The number of simultaneous calls is restricted only by the number of members in the MADN group.

(14) Business Set On-Hook Dialing

On-hook dialing allows the user to originate calls without lifting the handset by pressing a DN key and dialing the desired number. Call progression tones and ringback are heard through the business set speaker and the user may lift the handset at any time. Feature keys such as speed calling, ring again, and automatic dialing may be used with on-hook dialing. The call may be terminated at any time by pressing the release key. On-hook dialing is not optional; it is an intrinsic feature of the business set.

(15) Business Set Six-Port Conference

A Business Set with a conference key assigned can establish a conference call of up to six parties. Any of the other parties may be external to the switch.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.5 FEATURE PACKAGE II (Cont'd)

a. Business Set Features (Cont'd)

(16) Business Set Speed Calling

Each business set user can access up to three different speed call lists by pressing speed call keys or dialing access codes. Upon accessing a speed call list, the user dials a one-, two-, or three-digit code to have the number stored against that code dialed. The stored number may be up to 24 digits in length.

(17) Business Set Three-Way Calling/Call Transfer

Three-way calling/Call Transfer allows a caller to include a third party in the call and then optionally transfer the call to the third party. This feature basically works the same as 500/2500 Three-way calling

(18) Business Set Display Called Number

The display called number feature provides the user of a Business Set equipped with the optional 32-character alphanumeric LCD with visual feedback concerning the called number during the origination, termination, programming, and feature activation operations.

(19) Business Set Display Calling Number

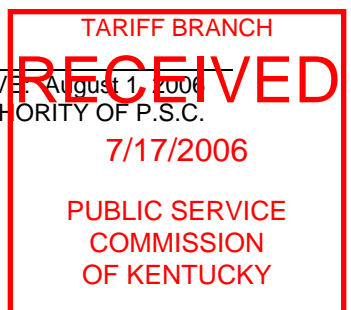
This feature provides the business set user receiving an incoming call with visual feedback concerning the calling number.

(20) Business Set Feature Display

This feature provides the user of a business set equipped with a 32-character LCD with visual feedback on user-entered data and incoming call information during the use of other ADC features.

(21) Business Set Query Time Key

This feature provides the current time and date on a business set display. Time is displayed using the 24-hour clock format, and date is displayed by year, month, and day.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.5 FEATURE PACKAGE II (Cont'd)

a. Business Set Features (Cont'd)

12.1.6 OPTIONAL FEATURES

a. System Features

(1) Automatic Route Selection

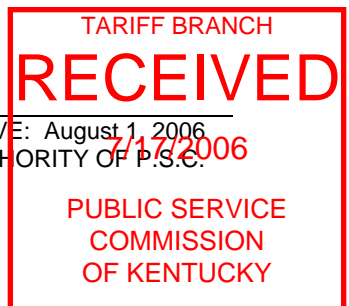
Automatic Route Selection is available where facilities permit, that allows station users, by dialing a preselected code to automatically select the preferred route subscribed for a customer for network calls. Alternate routing to other facilities, subscribed to by the customer, is also provided. This arrangement is available for use with Foreign Exchange (FX), WATS, CCSA off-net, tie lines and Interexchange Carrier (IC) access lines which are compatible with ARS and toll network facilities.

(2) Call Back Queuing

With this feature, a station user encountering an all-trunk busy condition has the option of being notified when a trunk becomes idle, then being automatically connected to the called number using the CBQ feature.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.6 OPTIONAL FEATURES (Cont'd)

a. System Features (Cont'd)

(3) Reserved for Future Use

(4) Music On Hold

Allows the Digital Centrex service to provide music and/or announcement to a calling line that has been placed on certain types of hold or has entered a queue for certain Digital Centrex service features.¹

(5) Music On Hold On Meridian Digital Business Sets

Allows the Digital Centrex service to provide music and/or announcement over a Meridian Digital Business Set to a calling line that has been placed on certain types of hold or has entered a queue for certain Digital Centrex service features.¹

(6) Station Message Waiting

Provides customers subscribing to Voice Mail Service with an indication that an unplayed message has been stored in their Voice Mail Box. The signal message waiting indicator will be provided in the form of stutter dial tone, or a visual signal, dependent upon the type of customer premises equipment connected to the line.²

¹ These services are only offered in provisioned central offices. Each service requires the customer to lease an analog line and to supply an approved audio source.

² This service is only offered in provisioned central offices.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

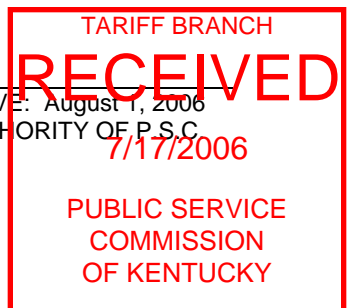
12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.7 BUSINESS SET FEATURE PACKAGE (FEATURE PACKAGE II)

The Business Set Feature Package may be offered subject to local loop limitations only in exchanges served by a Northern Telecom central office. The package provides for the additional central office equipment and features necessary for the North Telecom Business Set. A Business Set line card is required for each line which is equipped with Feature Package II.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.8 RATES AND CHARGES - OPTIONAL SERVICES

a. Optional Services

| | | Month to Month Rate | 36 Month Rate | 60 Month Rate |
|-----|---|------------------------------|---------------------|---------------------|
| (1) | Attendant Console Support Equipment, each (Requires ADC Station lines for connections between the central office and customer-provided console(s). | | | |
| (2) | Enhanced Feature Package, (Feature Package I) per station line (Required for each station line in a ADC System). | \$1.50 | \$1.45 | \$1.40 |

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.8 RATES AND CHARGES - OPTIONAL SERVICES

a. Optional Services

| | | Month to Month Rate | 36 Month Rate | 60 Month Rate |
|------|---|------------------------------|---------------------|---------------------|
| (3) | Business Feature Package, (Feature Package II) per station line. | \$3.50 | \$3.40 | \$3.30 |
| (4) | Automatic Route Selection per NARS | 3.50 | 3.50 | 3.50 |
| (5) | Call Back Queuing per NARS | 2.50 | 2.50 | 2.50 |
| (6) | Business Set Line Card, per line equipped with Feature Package II | .95 | .95 | .95 |
| (7) | Message Waiting Lamp, per line equipped | See Section 40.3.C.2 | | |
| (8) | Music On Hold | 25.00 | 25.00 | 25.00 |
| (9) | Music On Hold On Meridian Digital Business Sets | 35.00 | 35.00 | 35.00 |
| (10) | Station Message Waiting, (Stutter Dial Tone) | See Section 40.3.C.2 | | |

b. Service charges as specified in Section 27 of this Tariff apply to ADC installations, customer requested moves, changes and rearrangements performed by the Company.

c. A Secondary Service Order charge per request, and a Central Office Work charge per line apply, as specified in Section 4, when ADC is added to existing exchange service lines, or when features are changed or added on existing exchange lines equipped with ADC.

d. Enhanced Custom Calling Services (CLASS Services) for CENTREX customers include Caller ID, Call Tracing, Call Return, Repeat Dialing, Preferred Call Forwarding, Selective Call Accept and Call Selector.

Monthly Rate

| | | |
|-----|--|--------|
| (1) | Caller ID, per station line | \$3.00 |
| (2) | Call Tracing (per activation) | 5.00 |
| (3) | Any one feature ⁽¹⁾ , per station line | 2.50 |
| (4) | Any two features ⁽¹⁾ , per station line | 5.00 |
| (5) | Any three features ⁽¹⁾ , per station line | 7.00 |
| (6) | Any four features ⁽¹⁾ , per station line | 8.50 |
| (7) | All features ⁽¹⁾ , per station line | 11.00 |

⁽¹⁾These feature packages do not include Caller ID or Call Tracing.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.1 WINDSTREAM DIGITAL CENTREX (ADC) (Cont'd)

12.1.4 TERM PAYMENT PLAN

- a. The Term Payment Plan includes specific contract periods of 36 or 60 months in duration and is offered to all ADC customers.
- b. The monthly rate for ADC service under the term payment plan for the periods of 36 or 60 months is not subject to Company initiated rate increases. This plan does not apply to the NARS rate in Section 25.1.
- c. ADC station line additions under the term payment plan may be made at contracted rates for the duration of the contract period.
- d. Upon expiration of the term payment plan, the customer must select a new contract period as offered in the current tariff or revert to current tariff rates for the month to month payment option.
- e. Termination Liability

- (1) If service is terminated in whole or in part, except as otherwise provided herein, prior to the expiration of the agreed to term payment plan, the customer shall be required to pay a termination charge determined by the application of the following formula for ADC lines:

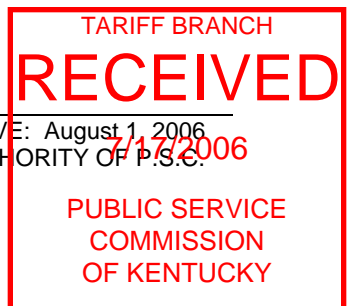
| | | | | |
|---|---|--|---|---|
| Number of Disconnected ADC Stations Lines Below the Level Under Contract | X | Monthly ADC Station Line And Wire Mileage Rates | X | Number of Months Remaining In The Period |
|---|---|--|---|---|

In the preceding calculation consideration will be given for the time value of money at a discount rate of ten (10) percent.

- (2) A customer who reduces ADC station lines under contract has the following options for the duration of the contract period.
 - (a) Continue to pay an amount equal to the monthly rate for the number of ADC station lines disconnected that are under contract, or
 - (b) Pay termination charges as covered in (1) preceding on the number of ADC station line(s) disconnected.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.2 WINDSTREAM DIGITAL CENTREX II (ADC-II)

12.2.1 GENERAL

Windstream Digital Centrex II (ADC-II) Service is furnished subject to the availability of facilities, features and central office equipment as determined by the Company.

- a. The service is furnished from digital central office equipment located on Company premises and associated facilities so arranged as to provide the following service features:
 - (1) Direct-Inward-Dialing (DID) and Direct-Outward-Dialing (DOD) of exchange and long distance message network calls to and from stations and attendant positions of an ADC-II system.
 - (2) Intercommunication calls between stations of the same ADC-II system.
 - (3) Identified-Outward-Dialing (IOD) by station number of outgoing long distance message calls dialed by a station. Only calls billed to the subscriber by this Company will be provided this identification.
 - (4) Common recorded announcement interception of calls to unassigned station numbers.
 - (5) Station Line Hunting.
 - (6) Tel-Touch Service.
- b. Network Access Registers (NARS) provide access to local exchange and long distance networks and will be at the rates and charges as specified in Section 25.1 of this Tariff.
- c. The number of simultaneous exchange and toll network calls to and from ADC-II station lines and attendant positions of a ADC-II system is limited by the number of Network Access Registers subscribed to by the subscriber. Each Network Access Register may be arranged for two-way, one-way incoming or one-way outgoing operation depending upon the option chosen by the customer at the time the Network Access Register is installed. When a change in the operation is requested by the customer, the appropriate service charges as specified in Section 4 of this Tariff apply per Network Access Register affected.
- d. ADC-II station lines will consist of the intercom and basic features. Optional services will be available in DMS-100 central offices only.
- e. ADC-II Service is not provided in association with Public Telephone Service. ADC-II service may be provided in association with PBX or Key System trunks. A surcharge per NARS will apply equal to the difference between the PBX or key trunk rate and the NARS rate.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

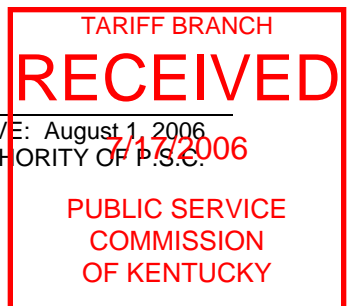
12.2 WINDSTREAM DIGITAL CENTREX II (ADC-II) (Cont'd)

12.2.1 GENERAL (Cont'd)

- f. Certain auxiliary services may be available on an individual ADC-II station line and are subject to the capabilities of the serving central office.
- g. Customer premises equipment associated with this service is provided by the customer or as specified in Section 3 of this Tariff.
- h. Service charges as specified in Section 27 as well as charges specified in 12.2.3e of this Tariff apply to all ADC-II station line installations, customer requested moves, changes and rearrangements performed by the Company.
- i. Where ADC-II stations are in a foreign exchange (FX) or a foreign central office (FCO) area, the mileage charge per Section 37 will be calculated from the FX or the FCO to the Network Interface location serving those ADC-II station lines.
- j. In a different central office serving area of multi-office exchange:
 - (1) The rate for ADC-II Service in a FX or FCO area is monthly rate for the ADC-II Service desired, plus a FX or FCO mileage charge as specified in Section 39 of this Tariff.
 - (2) When ADC-II station lines are connected by facilities which are routed between two or more central offices in the same exchange, the foreign central office mileage charge is calculated separately on an airline basis between the ADC-II central office from which exchange service normally would be rendered.
- k. Extension line mileage charges as specified in Section 28 of this Tariff apply as appropriate.
- l. The lines for direct connections between an ADC-II system and other systems are provided primarily for communications between stations of the two systems. In such cases, rates and charges for the tie line service will apply. In addition, these tie line connections may be arranged to provide completion of incoming or outgoing local and long distance calls through the ADC-II system to or from other systems (ADC-II or Non-ADC-II) provided such connections to the exchange or long distance network are only made at one system at a time.
- m. The applicable end user charges will apply to each ADC-II station.
- n. A system may not be provided for intercommunication (stand alone) service only. Access to the exchange network must be provided.
- o. With the exception of Network Access Registers, suspension of ADC-II Service is not permitted.
- p. Directory Listing will be furnished subject to the rates and regulations specified in Section 31 of this Tariff.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.2 WINDSTREAM DIGITAL CENTREX II (ADC-II) (Cont'd)

12.2.1 GENERAL (Cont'd)

- q. The minimum service periods applicable to ADC-II Service are as follows:
- (1) Month to Month - Normal service period as specified in Section 3 of this Tariff.
 - (2) Term Payment Plan - 36 Month and 60 Month.
 - (3) Except where the month to month option is selected, and except in the case of the NARS rate, customers subscribing to ADC-II Service are guaranteed rate stability for the service period selected.
- r. All ADC-II features are available only to lines utilizing Tel-Touch signaling.
- s. All exchange lines in an ADC-II system must be served by the same central office and have the same billing arrangement.

12.2.2 BASIC FEATURE PACKAGE

The Basic Feature Package will include but not be limited to the following features:

- (1) Automatic Line-Direct Connect Number

A station programmed to a dial specific internal station number or "O" for the attendant when a station user goes off-hook.
- (2) Call Forwarding - Variable

When activated by a ADC-II station line user, automatically routes calls intended for his station line to any other station line selected within the same system or optionally outside the ADC-II system. The ADC-II station line selected may also be the attendant.
- (3) Call Forwarding - Busy Line

Automatically routes calls to the attendant or preselected ADC-II station line when the called ADC-II station line is busy.
- (4) Call Forwarding - Do Not Answer

Automatically routes calls to the attendant or preselected ADC-II station line when the called ADC-II station line does not answer within the preset ringing cycle.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.2 WINDSTREAM DIGITAL CENTREX II (ADC-II) (Cont'd)

12.2.2 BASIC FEATURE PACKAGE (Cont'd)

(5) Call Waiting

With this feature, an incoming call encountering a busy station receives audible ringing. The called busy station receives a call waiting tone. The called busy station may then acknowledge the incoming caller on hold, then alternate between callers, or abandon one of the calls.

(6) Consultation Hold - All Calls

Allows a ADC-II station user to place a call on hold by depressing the switchhook, at which time dial tone is returned. the station user may then proceed to establish connection with another internal station or outside party, and after speaking with the "consulted" party, the station user may (1) return to the call initially held; (2) depress the switchhook thereby effecting Add-On Conference or (3) hang up and effect transfer of the initial call to the consulted party.

(7) Speed Calling

Lets the ADC-II station line user place calls to a list of frequently called telephone numbers by dialing fewer digits than the complete directory number.

(8) Three-Way Calling

Allows a station user to add a third party to an existing two-party conversation.

(9) Direct Inward Dialing (DID)

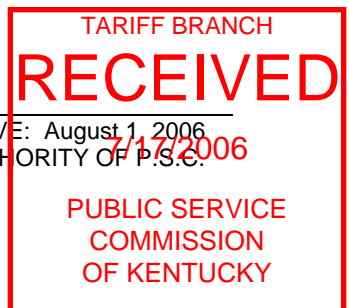
The service allows for incoming calls from the exchange network to reach a specific station without attendant assistance.

(10) Direct Outward Dialing (DOD)

Outward calls may be dialed directly from any unrestricted ADC-II station line served by the ADC-II main switching equipment without the help of an attendant.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.2 WINDSTREAM DIGITAL CENTREX II (ADC-II) (Cont'd)

12.2.2 BASIC FEATURE PACKAGE (Cont'd)

(11) Hunting

Hunting is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines. When the caller accesses the group, ADC-II attempts to complete the call on a sequence of lines. Three types of hunt groups may be allowed and are as follows:

(a) Directory Number Hunting (DNH)

Each line in the hunt group has its own unique directory number. The hunt group can be accessed by dialing any number in the hunt group, but the number of lines hunted depends on the hunting option (circular or sequential) assigned to the DNH group. Circular hunts all the lines in the hunt group regardless of the starting point. Sequential hunting starts at the number dialed and ends at the last number of the group.

(b) Distributed Line Hunting (DLH)

Distributed Line Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. DLH provides equal distribution of calls.

(c) Multi-Line Hunt Group (Basic)

When a call is originated to a busy station line in a basic multi-line hunting group, the call hunts once in a prearranged order for an idle station through all remaining station lines in that group.

(12) Station-To-Station Calling

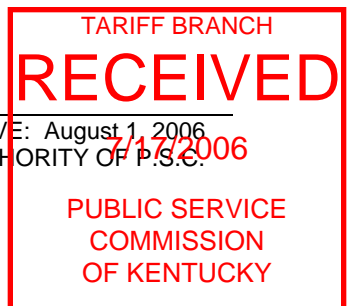
Calls may be dialed to completion between any two station lines of the same digital ADC-II group.

(14) Call Pickup

Allows an ADC-II station line user to answer calls directed to another ADC-II station line within the same preset call pick-up group.

(15) Distinctive Ringing

Distinctive Ringing is furnished to indicate the source of calls to idle station lines.



12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.2 WINDSTREAM DIGITAL CENTREX II (ADC-II) (Cont'd)

12.2.2 BASIC FEATURE PACKAGE (Cont'd)

(16) Class-Of-Service Restrictions

This service provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations and tie trunks.

a. Toll Restricted Service

Toll restricted stations are toll denied.

b. Unrestricted Service

Unrestricted stations are allowed to access the exchange network, the toll network or any service accessible by dialing.

(17) Call Transfer

The Call Transfer feature allows the subscriber to transfer an established call to another line within or outside the communications group. This is similar to Conferencing, except that the user transfers the held call by hanging up after ringing the third party.

12.2.3 RATES AND CHARGES

a. ADC-II Exchange Access is provided by the appropriate Network Access Register(s) (NARS) as specified in Section 3 of this Tariff.

b. ADC-II Station Lines which include the intercom and basic features, are provided on a per line basis.

| c. ADC-II | Month to Month <u>Rate</u> | 36 Month <u>Rate</u> | 60 Month <u>Rate</u> |
|--|-------------------------------------|----------------------------|----------------------------|
| | | | |
| (1) ADC-II Station Lines, each * | \$5.00 | \$4.75 | \$4.50 |
| d. Service charges as specified in Section 4 of this Tariff apply to ADC-II installations, customer requested moves, changes and rearrangements performed by the Company. | | | |
| e. A Secondary Service Order charge per request, and a Central Office Work charge per line apply, as specified in Section 4, when ADC-II is added to existing exchange service lines, or when features are changed or added on existing exchange lines equipped with ADC-II. | | | |

* To the monthly rate shown, add the appropriate Network Access Register charge.

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12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

12.2 WINDSTREAM DIGITAL CENTREX II (ADC-II) (Cont'd)

12.2.4 TERM PAYMENT PLAN

- (a) The Term Payment Plan includes specific contract periods of 36 or 60 months in duration and is offered to all ADC-II customers.
- (b) The monthly rate for ADC-II service under the term payment plan for the periods of 36 or 60 months is not subject to Company initiated rate increases. This plan does not apply to the NARS rate in Section 25.1.
- (c) ADC-II station line additions under the term payment plan may be made at contracted rates for the duration of the contract period.
- (d) Upon expiration of the term payment plan, the customer must select a new contract period as offered in the current tariff or revert to current tariff rates for the month to month payment option.
- (e) Termination Liability

- (1) If service is terminated in whole or in part, except as otherwise provided herein, prior to the expiration of the agreed to term payment plan, the customer shall be required to pay a termination charge determined by the application of the following formula for ADC-II lines:

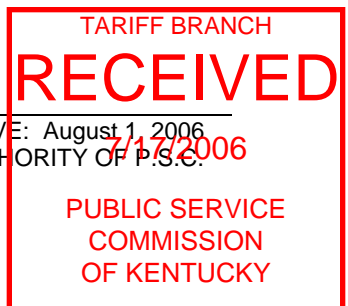
| | | | | |
|---|---|--|---|---|
| Number of Disconnected ADC Stations Lines Below the Level Under Contract | X | Monthly ADC Station Line and Wire Mileage Rates | X | Number of Months Remaining In The Period |
|---|---|--|---|---|

In the preceding calculation consideration will be given for the time value of money at a discount rate of ten (10) percent.

- (2) A customer who reduces ADC-II station lines under contract has the following options for the duration of the contract period.
 - (a) Continue to pay an amount equal to the monthly rate for the number of ADC-II station lines disconnected that are under contract, or
 - (b) Pay termination charges as covered in (1) preceding on the number of ADC-II station line(s) disconnected.

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13. JOINT USER SERVICE

13.1 General Regulations

Joint User Service is limited to existing customers and will not be offered to new customers. Joint User Service will be terminated after a transition of five (5) years from December 31, 1986.

Joint User Service is an arrangement whereby a person or firm - designated a Joint User - is permitted to use the service of a customer. To facilitate this use, a directory listing is provided for each Joint User.

Joint User Service is provided only in connection with individual line business service and private branch exchange service.

The Joint User must be located in the same office or suite of offices as the customer, or in an office immediately adjacent thereto and connected therewith by passageways other than public passageways.

Joint User Service is not furnished in association with the service of a customer who is engaged primarily in performing service of a secretarial nature or who is in the business of renting space to transient or permanent tenants.

No separate ring numbers or distinctive designations are assigned for the purpose of signaling Joint Users.

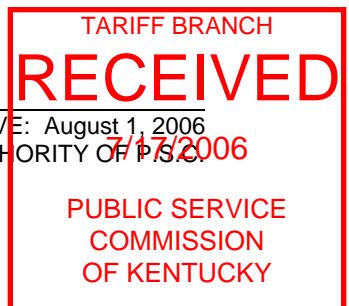
Joint User Service must be contracted for by the original customer who is required to assume responsibility for all charges incurred by the Joint User.

The connection of additional access lines of any type will require reclassification from Joint User Service to another appropriate classification of service. Additional central office controlled features, i.e., touch tone or custom calling services, will not be permitted to be added.

Charges for Joint User Service date from the day the traffic information records are posted - such information at the option of the customer being posted at the time the order is completed or when the listing is published in the directory. The Joint User Service is automatically discontinued upon termination of the main service.

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13. JOINT USER SERVICE (Continued)

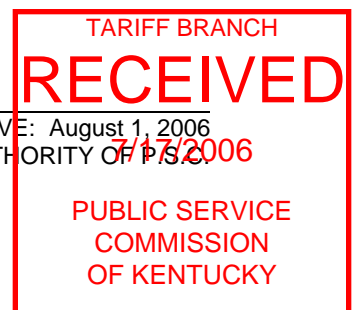
13.2 Rates

Joint User Service, including one listing in the directory, is furnished at the following rates for each joint user, per month:

| | |
|--|--|
| Business Individual Line Service | ½ of charge for one individual business line (excluding mileage), computed to the next higher multiple of \$.25. |
| Business Private Branch Exchange Service | ½ of charge for 1 PBX trunk line (excluding mileage), computed to the next higher multiple of \$.25. |

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14. VACATION RATE

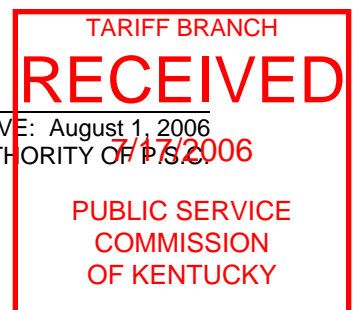
Upon request, a subscriber may temporarily suspend his service for a period of one month or more. No outward or inward service is provided during the period of suspension. Only one period of suspension, not to exceed three (3) months is allowed in any calendar year.

Suspension of service may begin on any day of the month, provided reasonable notice is given in advance. Notice to restore service must also be given in advance, and the restoration of service charge following suspension will apply.

The reduction in rate for the period of suspension is equal to fifty per cent of the total exchange service charges.

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15. DATAPATH SERVICE

15.1.1 General

Datapath Service is discontinued as a new service offering effective February 7, 2006 and will no longer be provided for new installations, moves and changes. However, these Regulations, Rates and Charges are applicable to customers on record prior to February 7, 2006 until such time they remove the service. Changes and/or additions, requested by existing customers to their Datapath Service will not be allowed under this obsolete service offering.

- a. Datapath Service is a central office based communications service for the transmission of digital signals, using only digital transmission facilities. Datapath Service provides asynchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps.
- b. Datapath Service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Datapath Service access lines.
- c. Datapath Service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

15.1.2 Regulations

- a. Datapath Service is provided subject to the availability of properly equipped digital central offices and facilities. The normal serving area is defined by the technical limitations of each specific serving arrangement which the Company judges to be capable of data transmission without excessive degradation. Customers who are served by central offices other than the one from which Datapath is offered may receive service through the Datapath Remote Access option. Rates apply as per Section 15.1.3 of this tariff.
- b. The Company shall not be responsible if changes in any of its equipment, operations, or procedures utilized in the provision of Datapath Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when known in advance, the Company will notify customers of such changes.
- c. Charges for Datapath Service do not include equipment or other facilities which may be required at the customer premise and which must be compatible with company facilities.
- d. Service is available on a month-to-month basis. In addition 36 and 60 month contracts are available. Datapath Service is subject to all general regulations applicable to the provision of service by the Company as stated elsewhere in the tariff.
- e. Datapath Service is offered on a touch-calling basis only.

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15. DATAPATH SERVICE

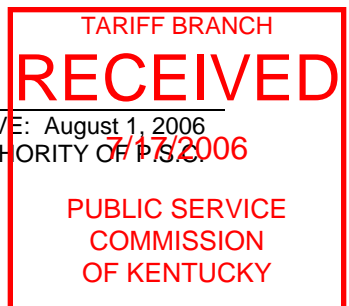
15.1.2 Regulations (Cont'd)

- f. Suspension of service is not allowed.
- g. Regulations for Allowance for Interruption apply only as specified elsewhere in this tariff.
- h. When a data connection is inactive for thirty (30) minutes, the network will automatically disconnect the data call. Should uninterrupted service be required the customer can subscribe to the Uninterrupted Service Feature. Rates apply as per Section 15.1.3 of this tariff.
- i. Features

The following features can be used with Datapath Service:
 - 1) Automatic Line - Automatically dials a customer's pre-programmed telephone number.
 - 2) Last number redial - allows a user to redial the last number called by use of an access code rather than by dialing the entire number.
 - 3) Memory Dialing - allows a user to dial up to ten (10) frequently dialed numbers through the use of an abbreviated access code.
 - 4) Ring again - automatically redials a busy telephone number.
 - 5) Hunting - directs incoming calls to an available hunt group number.
- j. Certain features in paragraph i above may be incompatible with each other. For Windstream Digital Centrex customers rates and conditions for the provision of similar or equivalent custom features where offered apply as specified in Section 12. For all other customers rates and conditions for the similar or equivalent custom features where offered apply as specified in Section 30.
- k. When Modem Pooling is required to provide access to the analog public switched network the rates as specified in Section 15.3 apply. Modem Pooling may be provided on either a dedicated or shared basis. Limitations on transmission speed may apply.

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15. DATAPATH SERVICE

15.1.3 Rates

These rates and charges are applicable in addition to the rates and charges for other services and features.

| | | |
|----|----------------------------------|--------------------------------|
| a. | Month-to-month rates per line | <u>Monthly Rate</u> \$30.50 |
|----|----------------------------------|--------------------------------|

| | | |
|----|----------------------------|--------------------------------|
| b. | 36 month rates per line | <u>Monthly Rate</u> \$29.50 |
|----|----------------------------|--------------------------------|

| | | |
|----|----------------------------|--------------------------------|
| c. | 60 month rates per line | <u>Monthly Rate</u> \$28.50 |
|----|----------------------------|--------------------------------|

d. Optional features

1) Uninterrupted Service Feature

A data connection is normally terminated after thirty (30) minutes of inactivity. A customer may subscribe to the Uninterrupted Service Feature to avoid this data connection termination, subject to technical limitations. Service will not be disconnected due to any period of inactivity.

| | | |
|----|----------|--------------------------------|
| a) | per line | <u>Monthly Rate</u> \$10.00 |
|----|----------|--------------------------------|

2) Datapath Remote Access

Datapath Remote Access refers to the facilities and equipment necessary to extend Datapath Service to certain customers who are served by central offices other than a Datapath serving office, but are within a Datapath serving area. Datapath Remote Access is offered on a special assembly basis. This charge will be in addition to the charges that are found in this section.

e. Installation Charges

1) The appropriate business service connection charges apply as per Section 27 of this Tariff.

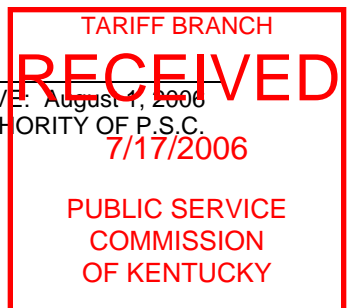
2) A data termination charge of \$50.00 for the first line and \$10.00 for each additional line applies in addition to the service connection charges.

| | |
|------------------------------------|---------|
| First Line data termination charge | \$50.00 |
| Additional line termination charge | \$10.00 |

3) If special or unusual line conditioning is required or unusual installations occur, special assembly charges may apply.

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15. DATAPATH SERVICE

15.1.4 Term Payment Plan

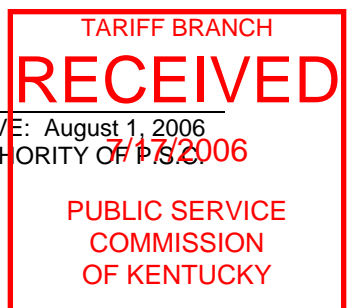
- a. The Term Payment Plan includes specific contract periods of 36 or 60 month in duration and is offered to all Datapath customers.
- b. The monthly rate for Datapath service under the term payment plan for the periods of 36 or 60 months is not subject to Company initiated rate increases.
- c. Datapath line additions under the term payment plan may be made at contracted rates for the duration of the contract periods.
- d. Upon expiration of the term payment plan, the customer must select a new contract period as offered in the current tariff or revert to current tariff rates for the month to month payment options.
- e. Termination Liability
 - 1) If service is terminated in whole or in part, except as otherwise provided herein, prior to the expiration of the agreed to term payment plan, the customer shall be required to pay a termination charge determined by the application of the following formula for Datapath lines:

| | | | | |
|--|---|---------------------|---|-------------------------------|
| Number of Disconnected Datapath Lines | | Monthly Datapath | | Number of Months Remaining |
| Below the Level | X | Rates | X | In the Contract |
| Under Contract | | | | Period |

In the preceding calculation consideration will be given for the time value of money at a discount rate of ten (10) percent.

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16. DIGITAL DATA COMMUNICATION SERVICE

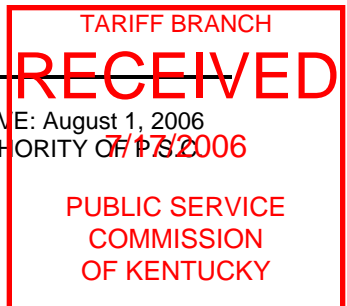
16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.1 General

- a. Advanced Digital Services (ADS) are a public network-based set of communications services that make it possible to send, receive, and modify information using regular telephone lines. These services are based on NI-1, the first set of the National Integrated Services Digital Network (ISDN) standards. ISDN provides end-to-end digital communications and gives the ability to transmit data and voice over the same telephone line simultaneously (a user can send information from a personal computer and talk to the person on the other end of the line at the same time). This functionality is provided via channelized transport facilities. The ISDN architecture consists of digital central office switching systems which connect Basic Rate Access (BRA) equipped lines to customers' premises.
 - b. ADS BRA is an optional service arrangement that requires an access line and can be used in conjunction with a customer's residential service, individual business line or Centrex service. It uses the ISDN architecture to provide the customer with the capability to transmit voice and data simultaneously over the same digital line. Under various optional arrangements, BRA provides the customer with access to Circuit-Switched Voice Services, Circuit-Switched Data Services, and Packet-Switched Data Services.
 - c. An ADS BRA arrangement obtains its capabilities from an ISDN-capable, Telephone Company central office switch. The BRA ISDN arrangement provides two communications channels (but using only one physical line) between a telephone (or computer, fax machine or other equipment) and the digital central office. These channels are called Bearer, or B Channels. Another channel, called the Delta or D Channel, is used for signaling purposes and in some applications can be used for low speed packet data communications. The complete BRA ISDN line is known as 2B+D.
1. **B Channel** - The B Channel is a bi-directional synchronous channel capable of supporting digital transmission speeds of up to 64 kilobits per second (kbps). Some serving central offices may be limited to speeds of 56 kbps. ISDN interconnection to or through non-ISDN equipped central offices will be sub-rated to 56 kbps per channel. Each B Channel may be configured in one of the following ways:
 - (a) **Circuit-Switched Voice** - Allows the user to originate and receive only voice calls over a single circuit-switched B Channel.
 - (b) **Circuit-Switched Data** - Allows the user to originate and receive only data calls over a single circuit-switched B Channel.
 - (c) **Alternate Circuit-Switched Voice/Data** - Allows the user to originate and receive either voice calls or data calls over a single circuit-switched B Channel, but not simultaneously.
 - (d) **B Channel Packet-Switched Data Service (where available)** - Allows the user to originate and receive X.25 packet data calls on the B Channel.

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16. DIGITAL DATA COMMUNICATION SERVICE

16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.1 General (Continued)

2. D Channel - The D Channel is a 16 kbps digital signaling channel that carries signaling and control for the B Channels. The D Channel may be optionally used to transmit X.25 packet data (where available) at a maximum transmission throughput of 9.6 kbps.
- d. All ADS consist of central office facilities (including certain outside plant facilities) extended from the Telephone Company's switching equipment to the customer's demarcation point.
- e. Distance Extension Charges, as set forth in Section 16.1.6 of this tariff, will apply to customers who are within the serving central office and who are served at a transmission range where unusual expenditures are required to make the service available.
- f. Directory Numbers
 1. Primary Directory Number - Each B Channel includes a single primary telephone directory number. On a given 2B+D Advanced Digital Services line, calls are routed to the appropriate terminal device (voice telephone, computer/data terminal or packet device) based on the type of call (voice, data or packet) presented to the Advanced Digital Services line.
 2. Secondary Directory Numbers - ADS may have additional telephone directory numbers. The additional telephone number(s) may originate or receive calls independent of the user's Primary Directory Number; however, each B Channel is allowed only one simultaneous circuit connection at a time.

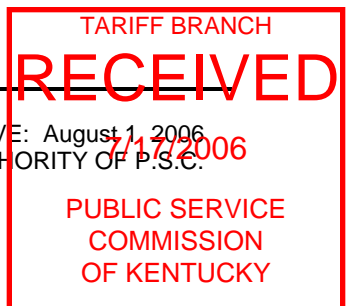
16.1.2 CIRCUIT SWITCHING SERVICE DESCRIPTIONS

Circuit Switching is a switching arrangement in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of channels is dedicated to a given call. Circuit-Switched Service provides the ability to originate and receive circuit-switched voice and/or data calls over a 56/64 kbps B Channel. The customer may choose among the following Circuit-Switched features based upon application needs:

- a. Clear Channel Capability - A characteristic of the transmission paths on the B Channels that allows the full bandwidth of 64 kbps to be available to the customer. It is also possible to bridge two B Channels together to achieve data transmission speeds of up to 128 kbps. However, ISDN interconnection to or through non-ISDN equipped central offices will be potentially sub-rated to 56 kbps per channel.

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16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.2 CIRCUIT SWITCHING SERVICE DESCRIPTIONS (Continued)

- b. Additional Call Offering - This feature allows the user to be notified of an additional call when the telephone set is busy. Multiple incoming calls to a directory number or secondary telephone number (if purchased) can be terminated to the telephone.
- c. Multiline Hunt Service - This feature allows incoming calls to a busy directory number to search through a predetermined list of directory numbers. This may be another ADS directory number on the same (or a different) B Channel or (for voice calls) an analog line. The hunting arrangement may be linear or circular.
- d. Call Pick-Up - This feature allows the user to answer calls directed to other stations.
- e. Custom Calling Services - Applicable Custom Calling Services (except for those superseded by Advanced Digital Services counterparts) are available at rates and charges specified in the Custom Calling Services section of the Company's tariff. The following Custom Calling features found specifically in this BRA tariff will be charged at rates listed in Section 16.1.6 of this tariff:
 - 1. Call Hold - This feature allows the user to place a call on hold.
 - 2. Three-Way Calling - This feature allows the user to add a third party to an existing voice call and thus enables a conference between parties at multiple locations. The user may also disconnect the last party added. The Additional Call Offering feature or Additional Call Appearances feature is a prerequisite.
 - 3. Call Transfer - This feature allows the user to transfer a voice call to another directory number. The Additional Call Offering feature or Additional Call Appearances feature is a prerequisite.
 - 4. Conference Calling - Six-Way Station Controlled - This feature allows the user to set up a conference call for up to 6 parties (including the originator of the call). The Additional Call Offering feature or Additional Call Appearances feature is a prerequisite.
 - 5. Call Forwarding - This feature allows calls to be redirected from one station to another station.

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16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.2 CIRCUIT SWITCHING SERVICE DESCRIPTIONS (Continued)

- f. Custom Calling Services - Custom Calling Service and CLASS Services are available at rates and charges specified in Section 30 of this tariff.
- g. Centrex Features - Applicable Centrex features (except for those superseded by Advanced Digital Services counterparts) are available at rates and charges specified in Section 12 of this tariff.
- h. Electronic Key Telephone Service (EKTS) - Electronic Key Telephone Service is a central office based key system implementation that requires no switching equipment on the customer's premise. EKTS requires the customer to provide an EKTS capable terminal set. EKTS provides the customer with the ability to access the following features (where available):
 - 1. Multiple Appearance Directory Numbers - This feature allows a directory number(s) from one EKTS set to appear on the EKTS sets of other users.
 - 2. Additional Call Appearances - This feature allows the same directory number to appear more than once (by assigning the directory number to additional buttons) on a customer's telephone set, allowing the capability of multiple incoming or outgoing calls associated with that directory number. For EKTS users, this feature provides the same functionality as Additional Call Offering (or analog Call Waiting).
 - 3. Analog Line Appearances - This feature allows analog users' directory numbers to appear on an EKTS set, thereby allowing the EKTS user to provide call coverage for analog users. It may limit the use of other features and/or functionalities on analog lines.
 - 4. Bridging - This feature allows more than one EKTS set in the Multiple Appearance Directory Number group to be active on the same call simultaneously.
 - 5. Automatic Bridged Call Exclusion (Privacy on Answer) - This feature allows only one user to answer an incoming call, thereby preventing bridging on incoming calls. On a call by call basis, this feature can be disabled via Privacy (Manual Exclusion) to allow bridging to occur.
 - 6. Privacy (Manual Exclusion) - This feature allows the user to press a feature button which will restrict other stations from bridging onto an existing call that is active at that station or picking up an existing call on hold. A user who has the Automatic Bridged Call Exclusion feature can press the Privacy button to disable Automatic Bridge Call Exclusion and thereby allow bridging to occur on a given call.

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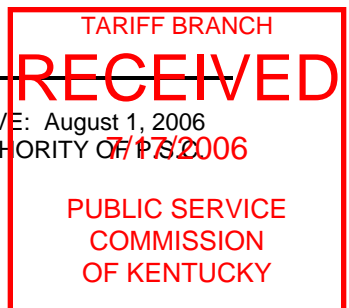
16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.2 CIRCUIT SWITCHING SERVICE DESCRIPTIONS (Continued)

7. Intercom Calling - This feature allows for EKTS station-to-station calls. Intercom calls can be made by pressing an intercom button and dialing one or two digits.
8. Display Capability - This feature allows an appropriately equipped telephone set to display a variety of information. For example, when idle, the time and date is displayed. When the user is making a call, call progress information is displayed. The following information is also provided:
 - (a) Caller ID - This feature displays the calling number and name if available. Enhanced Calling Services are available at rates and charges specified in Section 30.3 of this tariff.
 - (b) Called Number Display - This feature displays the called number (dialed digits) on the telephone set when an outgoing call is made.
 - (c) Calling Reason Display - This feature provides a display of the directory number from which a call was redirected (via Call Forwarding features) along with the reason (type of Call Forwarding) for the call being redirected.
9. Feature Function Buttons - This feature gives the user the ability to assign features to specific buttons on the EKTS set. When depressed, the button will activate or deactivate the assigned feature.
10. Ringing Options - This feature is used with Multiple Appearance Directory Number Arrangements and allows the EKTS set to apply different combinations of ringing (ringing is turned off after a specified period of time), delayed ringing (ringing is turned off after a specified period of time), immediate ringing, no ringing, or normal ringing. On a per EKTS user basis, each directory number may have a different ringing option.

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16. DIGITAL DATA COMMUNICATION SERVICE

16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.3 PACKET-SWITCHED DATA SERVICE DESCRIPTIONS

Packet Switching is a service in which packets of data are individually addressed and combined on a transmission path with other addressed packets. Packet-Switched Data Service provides the ability to originate and receive X.25 packet data calls. X.25 is the Consultative Committee on International Telephone and Telegraph's (CCITT) recommended and internationally accepted standard for connecting data terminals to packet-switched networks.

D-Channel Packet - This service provides packet data on the D Channel at a maximum transmission throughput of up to 9.6 kbps per logical channel.

B-Channel Packet - This service provides packet data on the B Channel at a maximum transmission throughput of 64kbps per logical channel.

The customer may choose among the following Packet-Switched features (where available) based upon application needs:

- a. Hunt Groups - An arrangement that allows an incoming call to a busy packet directory number to search through a predetermined list of packet directory numbers in search of a non-busy logical channel to complete the call. The hunting arrangement may be linear or circular.
- b. X.25 Data Services:
 1. Logical Channels - An arrangement that is a virtual circuit, offering multiple logical connections at the packet level of X.25. Logical Channels allow multiple packet calls (or virtual calls) to be active simultaneously on a single D Channel or B Channel.
 2. DTE Support Feature - The Data Terminal Equipment (DTE) Feature allows the network to prevent any network-to-user signaling on a virtual circuit associated with a directory number that is not included in the X.25 version. Virtual circuit communication is allowed between the subscriber's equipment and remote customer equipment that conforms to the X.25 version. This feature is available on a per directory number basis.
 3. RPOA Selection - The Recognized Private Operating Agency (RPOA) arrangement allows the user to specify an Inter-Exchange Carrier or transit network for inter-network calls on a per call basis.
 4. Incoming/Outgoing Calls Barred - This arrangement can either be used to prohibit a data terminal from receiving an incoming call or from originating outgoing calls.

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16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

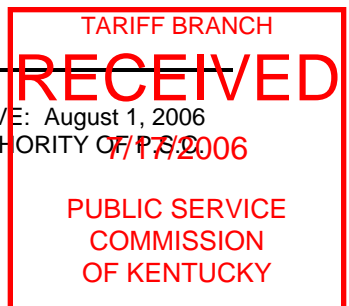
16.1.3 PACKET-SWITCHED DATA SERVICE DESCRIPTIONS (Continued)

b. X.25 Data Services:

5. Default Information Rate Assignment Features - This arrangement allows the user to subscribe to a default information rate for each direction of communication for a virtual call.
6. Non-Standard Default Packet Sizes Feature - This arrangement allows the user to subscribe to a larger maximum packet size for each direction of communication than the default 128 octets normally provided. To have this arrangement, the user must also have the Flow Control Parameter Negotiation Feature.
7. Flow Control Parameter Negotiation Feature - This arrangement permits the negotiation on a per call basis of the flow control parameters and automatically negotiates the maximum packet size and window size for each direction of data transmission.
8. Throughput Class Negotiation - An arrangement that allows the user to request specific throughput classes (bits/second) in the call request packet for each direction of data transfer associated with a virtual call.
9. Transit Delay Feature - This arrangement allows the user to indicate a desired maximum transit delay in the call request packet on a per call basis.
10. Non-Standard Default Window Size - An arrangement that allows the selection of the default window size of 1 through 7, instead of the standard window size of 2. To have this arrangement, the user must also have the Flow Control Parameter Negotiation Feature.
11. Fast Select - An arrangement that allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.
12. Fast Select Acceptance - An arrangement that allows the switch to transmit incoming call packets with the Fast Select facility to a destination terminal that has this feature.

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16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.3 PACKET-SWITCHED DATA SERVICE DESCRIPTIONS (Continued)

- c. Closed User Groups - An arrangement that limits communications to members within a designated subnetwork of packet switching data users. The Closed User Group feature is established on a per line basis. Each data terminal in a Closed User Group can be arranged in one of the following modes:
1. Closed User Group with Outgoing Access - The data terminal makes outgoing calls only.
 2. Closed User Group with Incoming Access - The data terminal receives incoming calls only.
 3. Incoming Calls Barred Within a Closed User Group - The data terminal makes outgoing calls only to the data terminal in the Closed User Group with which it is associated.
 4. Outgoing Calls Barred Within a Closed User Group - The data terminal receives incoming calls only to the data terminals in the Closed User Group with which it is associated.
 5. Unrestricted Access - The data terminal receives and makes both incoming and outgoing calls.

16.1.4 TECHNICAL SPECIFICATIONS

a. Transmission Specifications

The standard transmission parameters for Advanced Digital Services utilizing an ISDN Basic Rate Interface (BRA) consists of: A maximum of 38.5db loop loss at a 40Kz test tone terminated into a 135 ohm impedance. The 38.5db loss includes all central office facilities, outside plant facilities and inside wiring (which are owned and maintained by the Company only up to and including the demarcation point).

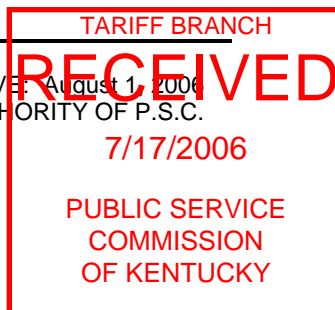
b. Customer Premise Equipment and Facilities

Compatible customer premise equipment is required to utilize ADS. All equipment used to interface with these services is required to conform with NI-1 guidelines.

The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provisioning of ADS render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.

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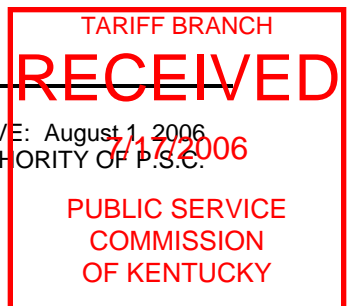
16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.5 REGULATIONS

- a. Unless specifically exempted, ADS shall be subject to all general regulations applicable to the provision of service by the Company as stated in this tariff.
- b. ADS is provided at the option of the Company. This service is furnished subject to central office switching capacity, capability, the availability of outside plant facilities, and the necessary billing capabilities.
 1. The availability, functionality, and capabilities of ADS may vary, or may not be available, dependent upon the type of serving central office switch, related software controlling that switch, hardware, and associated outside plant.
 - (a) Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both. (These rates and charges will be determined on an individual case basis.)
 - (b) Distance Extension Service: ADS may be provided to a customer's location served beyond the normal transmission range of the serving central office. In such cases, in addition to the charges and rates for ADS, Distance Extension Service rates and charges as stated in Section 16.1.6 are applicable.
- c. The minimum charge period for the payment of services provided under this tariff is one month.
- d. At the Company's discretion, the following nonrecurring service connection charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations:
 1. Nonrecurring per B Channel and/or per D Channel service connection charge.
 2. Nonrecurring ECTS service connection charges.
- e. Directory Listings: One directory listing is provided without charge for each ADS customer. For Centrex customers, one directory listing (either an analog or ADS number) is provided per Centrex system. Additional listings may be provided as specified in Section 32.5 of this tariff.

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16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.5 REGULATIONS (Continued)

f. Billable Call Treatment

1. Normal toll charges shall apply to calls that are made outside of the Local Service Area.
2. ADS customers who use the Call Forwarding or Call Transfer features are responsible for the payment of any applicable charges for each billable call connected via these features over the public network. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

g. Customer Premise Equipment

1. This tariff for ADS does not include terminal equipment on the customer's premises. Terminal equipment may be sold or leased separately by the Company (under a separate contract), or may be provided by the customer.
2. The customer is responsible for providing the power required for any and all customer premise equipment connected to an Advanced Digital Services equipped line.

h. The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failures, or malfunctions of ADS or associated equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

i. ADS-BRA is not eligible for vacation rates and is not offered for joint use service.

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16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.6 RATES AND CHARGES

a. Advanced Digital Services Access

1. ADS must be ordered in conjunction with basic exchange access services (e.g., R1, B1, Centrex). The rates and charges below are in addition to the existing rates for these services for providing an ADS capable line to the customer's premises. These charges provide a 0B + 0D ISDN service. ADS is available in 1B +D and 2B + D configurations. The customer must select the desired B Channels and D Channel arrangements to configure the service as required. When the Basic Exchange Access Service is ordered at the same time that ADS-BRA is ordered, the service connection charges in Section 16.1.6 of this tariff apply. Charges in Section 27 of this tariff do not apply to ADS-BRA.

| <u>Service Access</u> | <u>Monthly Connection</u> | <u>Rate</u> |
|--|---------------------------|-------------|
| Residential Advanced Digital Services | \$75.00 | \$12.75 |
| Single Line Business Advanced Digital Services | \$125.00 | \$12.75 |
| Centrex Advanced Digital Services | \$125.00 | \$12.75 |
| Distance Extension Charge | N/A | \$40.95 |

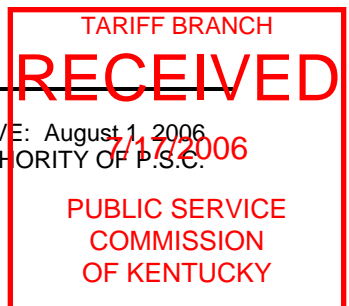
b. Communications Channels

1. Service establishment and monthly charges:

| <u>Service Element</u> | <u>Service Connection</u> | <u>Monthly Rate</u> |
|---|---------------------------|---------------------|
| Circuit-Switched Voice (per B Channel) | \$10.00 | \$3.00 |
| Circuit-Switched Data (per B Channel) | \$10.00 | \$3.00 |
| Circuit-Switched Alternate Voice/Data (per B Channel) | \$10.00 | \$4.00 |
| High Speed Packet Switched Services (per B Channel) | \$100.00 | \$120.00 |
| Low Speed Packet Switched Services (per D Channel) | \$25.00 | \$7.50 |
| D Channel Signaling (per D Channel) | N/A | N/A |

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16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.6 RATES AND CHARGES (Continued)

b. Communications Channels (Continued)

2. Usage Charges

- (a) Circuit-Switching - The following usage charges will be assessed on local calls originating from access lines equipped with Advanced Digital Services:

| <u>Usage Element</u> | <u>Per Minute</u> |
|----------------------|-------------------|
|----------------------|-------------------|

| | |
|------------------------------|-----|
| Circuit-Switched Voice Calls | N/A |
|------------------------------|-----|

Circuit-Switched Data Calls:

1. Measured Usage:

| | |
|---|-----|
| First 2,400 minutes per month (per B Channel) | N/A |
|---|-----|

| | |
|---|-------|
| Each additional minute over 2,400 minutes per month (per B Channel) | \$.02 |
|---|-------|

2. Unlimited Usage:

| | <u>Monthly Rate</u> |
|---|---------------------|
| Unlimited Usage (offered only after two (2) B Channels are subscribed to) | \$95.00 |

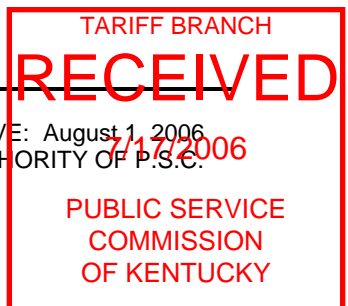
Measured usage is not available for customers that have unlimited usage service. A customer's B Channels on BRA equipped lines will be either all measured usage or all unlimited usage service on data calls.

3. Directory Numbers

- (a) Additional Directory Numbers will be available at the rates as listed in Section 32.5 of this tariff.

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16.1.6 RATES AND CHARGES (Continued)

c. Circuit-Switched Features

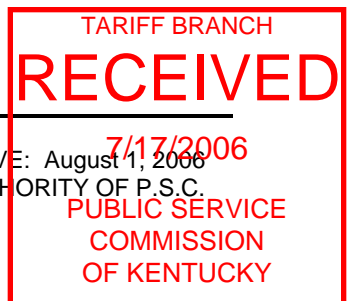
1. Recurring charges:

| <u>Circuit-Switched Feature</u> | <u>Service Connection</u> | <u>Monthly Rate</u> |
|---|-------------------------------------|--|
| Clear Channel Capability (where available) | N/A | N/A |
| Additional Call Offering (per B Channel) | N/A | \$.75 |
| First 4 call appearances | N/A | N/A |
| Fifth and subsequent call appearances | \$8.00 | \$.75 |
| Multiline Hunt Service (per B Channel) | N/A | \$.75 |
| Call Pick-Up (per B Channel) | N/A (For Centrex, See Note 1) | \$.75 (For Centrex, See Note 1) |
| Custom Calling Services: | | |
| Call Hold | N/A | N/A |
| Three Way Calling (per B Channel) | Note 1 | Note 1 |
| Call Transfer | N/A | N/A |
| Conference Calling - Six Way Station Controlled (per B Channel) See Note 1) | N/A (For Centrex, See Note 1) | \$2.00 (For Centrex, See Note 1) |
| Call Forwarding (per B Channel) | Note 1 | Note 1 |
| Other Custom Calling Services | Note 1 | Note 1 |

Note 1: Current rates, charges, and multiple feature discounts for applicable Custom Calling, Enhanced Custom Calling, and Centrex Services may be found in the appropriate sections of this tariff. For analog lines, the rates and charges for these services are normally applied on a per line basis. For lines equipped with Advanced Digital Services, the rates and charges for these services are applied on a per B Channel basis (to each B Channel to which these services are assigned).

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16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.6 RATES AND CHARGES (Continued)

c. Circuit-Switched Features (Continued)

1. Recurring charges: (Continued)

| <u>Circuit-Switched Feature</u> | <u>Service Connection</u> | <u>Monthly Rate</u> |
|--|---------------------------|---------------------|
| Advanced Calling Services: | Note 1 | Note 1 |
| Centrex Features (Centrex customers only) | Note 1 | Note 1 |

2. Service establishment charges

When the above features are ordered as part of an initial service order with an Advanced Digital Services B Channel, there is no service establishment charge for these services.

3. Subsequent feature additions and changes

When the above features are ordered or modified after the initial installation of an Advanced Digital Services B Channel, the nonrecurring feature addition and change charge is as follows:

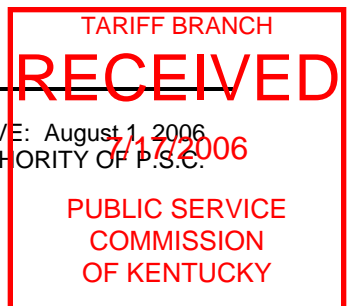
| | <u>Charge</u> |
|--|-----------------|
| Feature Additions and Changes (per B Channel) | \$20.00 |

Only one service charge will appear when multiple features are added or changed on a B Channel as part of the same service order.

Note 1: Current rates, charges, and multiple feature discounts for applicable Custom Calling, Enhanced Custom Calling, and Centrex Services may be found in the appropriate sections of this tariff. For analog lines, the rates and charges for these services are normally applied on a per line basis. For lines equipped with Advanced Digital Services, the rates and charges for these services are applied on a per B Channel basis (to each B Channel to which these services are assigned).

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BASIC RATE ACCESS (BRA)

16.1.6 RATES AND CHARGES (Continued)

d. Electronic Key Telephone Service (EKTS)

1. The monthly rates shown below apply to EKTS features. To have EKTS, a line must have at least one Advanced Digital Services Circuit-Switched Voice or Circuit-Switched Alternate Voice/Data B Channel.

| <u>Electronic Key Telephone Service Feature</u> | <u>Service Connection</u> | <u>Monthly Rate</u> |
|---|---------------------------|---------------------|
| Electronic Key Telephone Service (per B Channel configured for EKTS) | \$25.00 | N/A |
| Multiple Appearance Directory Numbers: | | |
| First 4 DN's on an EKTS Set | N/A | N/A |
| Fifth and Subsequent DN appearing on an EKTS Set | \$8.00 | \$.75 |
| Additional Call Appearances (where available): | | |
| First 4 call appearances | N/A | N/A |
| Fifth and subsequent call appearances (per EKTS Set) | \$8.00 | \$.75 |
| Analog Line Appearances (per analog number appearing on an EKTS Set) | \$8.00 | \$.75 |
| Bridging | N/A | N/A |
| Automatic Bridged Call Exclusive (Privacy on Answer) | N/A | N/A |
| Privacy (Manual Exclusion) | N/A | N/A |
| Intercom Calling (Per Intercom button assigned to an EKTS Set) | \$8.00 | \$.50 |

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BASIC RATE ACCESS (BRA)

16.1.6 RATES AND CHARGES (Continued)

d. Electronic Key Telephone Service (EKTS)

| <u>Electronic Key Telephone Service Feature</u> | <u>Service Connection</u> | <u>Monthly Rate</u> |
|---|---------------------------|---------------------|
| Display Capability: | | |
| Called Number Display | N/A | N/A |
| Calling Reason Display | N/A | N/A |
| Message Waiting Indication | See Note 1, | See Note 1, |
| Ringing Options | N/A | N/A |

2. Subsequent feature additional and changes

When EKTS features are ordered or modified after the initial installation of EKTS, the nonrecurring feature addition and change charge is as follows:

| | |
|--|----------------------------|
| | <u>Nonrecurring Charge</u> |
| Feature Additions and Changes (per EKTS line) | \$20.00 |

Only one service charge will appear when multiple features are added or changed on a B Channel as part of the same service order.

Note 1: Current rates, charges, and multiple feature discounts for applicable Custom Calling, Enhanced Custom Calling, and Centrex Services may be found in the appropriate sections of this tariff. For analog lines, the rates and charges for these services are normally applied on a per line basis. For lines equipped with Advanced Digital Services, the rates and charges for these services are applied on a per B Channel basis (to each B Channel to which these services are assigned).

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16.1 ADVANCED DIGITAL SERVICES (ADS)
BASIC RATE ACCESS (BRA)

16.1.6 RATES AND CHARGES (Continued)

e. Packet-Switched Services

1. The monthly rates shown below apply to Packet-Switched Service. D Channel Packet or B Channel Packet is a prerequisite for these services:

| <u>Packet-Switched Service/Feature</u> | <u>Service Connection</u> | <u>Monthly Rate</u> |
|--|---------------------------|---------------------|
| Hunt Groups (per member) | \$10.00 | N/A |
| X.25 Data Services | N/A | N/A |
| Closed User Groups (per user group) | \$10.00 | N/A |
| Closed User Groups (per member) | N/A | \$2.00 |
| Non Standard Default Packet Sizes | N/A | \$5.00 |
| Non Standard Default Window Size | N/A | \$5.00 |

2. Subsequent feature additions and charges

When packet switching features and/or parameters are ordered or modified after initial installation, the nonrecurring feature addition and change charge is as follows:

| | |
|--|----------------------------|
| | <u>Nonrecurring Charge</u> |
| Feature Additions and Changes (per packet channel) | \$20.00 |

Only one service charge will appear when multiple features or parameters are added or changed on a D Channel as part of the same service order.

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16 - DIGITAL DATA COMMUNICATION SERVICE

16.2 DIGITAL CHANNEL SERVICE (DCS)

16.2.1 GENERAL

- A. Digital Channel Service (DCS) is an optional packaged service arrangement that is used in conjunction with a customer's business trunks. It packages Private Branch Exchange trunks and DID trunks with a T-1 transmission facility.
- B. DCS facilities provide an intraexchange connection between a customer's premises and the local serving central office. DCS is based on DS1/DS0 technology, also known as T1 service. This service arrangement uses the DS1/DS0 architecture to provide a 1.544Mbps connection. The customer is then provided the capability to transmit voice and/or data over 56Kbps channels of that digital facility. Each DS1 facility provides up to 24 56Kbps (DS0) channels.
- C. Digital Channel Service is only offered on Term Payment Plans of 12, 24, 36, 48 or 60 months.

16.2.2 DCS PACKAGING

- A. DCS service arrangement connects a Telephone Company central office switch to Customer Premises Equipment (CPE). Depending on the application, that CPE might be a PBX, a router, a multiplexer, etc. Each DCS provides up to twenty-four digital communications channels.
- B. Digital Channel Service packages the following components:
 - Digital Facility - includes the DS1 facility and terminating equipment at each end.
 - Exchange Services (per channel) - defines how each channel is to be used.

16.2.3 TECHNICAL SPECIFICATIONS

- A. Transmission Specifications - this facility is based on a 1.544 Mbps DS1 carrier (T1 facility) whose characteristics are as follows:
 - Data Rate = 56 kbps restricted
- B. Customer Premise Equipment and Facilities - compatible customer premise equipment is required for DCS. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Telephone Company used in the provisioning of DCS render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.



16 DIGITAL DATA COMMUNICATION SERVICE

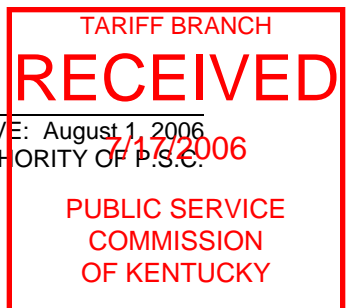
16.2 DIGITAL CHANNEL SERVICE (DCS) (Continued)

16.2.4 REGULATIONS AND CONDITIONS

- A. Unless specifically exempted, DCS shall be subject to all general regulations applicable to the provision of service by the Company as stated in this tariff.
- B. DCS is furnished subject to central office switching capacity, capability, and the availability of outside plant facilities.
- C. Payment for Service
 - 1. The minimum charge period for services provided under this tariff is one year.
 - 2. Suspension of service is not allowed during the minimum charge period or contract period without penalty.
- D. At the Company's discretion and subject to Commission rule and regulations, nonrecurring charges may be reduced or waived during promotional campaigns (minimum service periods will apply).
- E. Directory Listings - One directory listing is provided without charge for each exchange service. Additional listings may be provided at the rate specified in Section 32 of this tariff.
- F. Customer Premises Equipment
 - 1. This tariff does not include terminal equipment on the customer's premises.
 - 2. The customer is responsible for providing the power required for any customer premise equipment connected to DCS.
- G. End User Common Line (EUCL) Charges - DCS is subject to Federal Communications Commission (FCC) End User Common Line (EUCL) charges under the rates and application rules specified by the FCC.
- H. The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunctions of DCS or associated equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

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16.2 DIGITAL CHANNEL SERVICE (DCS) (Continued)

16.2.5 RATES AND CHARGES

| A. | Digital Channel Service Facility | Service Establishment | Monthly Charge |
|----|--|-----------------------|----------------|
| | Digital Access Facility (per DCS Facility) | \$700.00 | \$300.00 |
| | Distance Extension Charge (per repeater) | N/C | \$95.00 |

B. Channel Services and Term Discounts

For each channel activated, a trunk charge will be applied. The rate for the trunk will be established as a discount of the trunk charge found in Section 25 and/or DID Trunk Charges in Section 31 of this tariff as follows:

| | Service Establishment | Monthly Charge |
|---|-----------------------|---|
| Channel Service(per channel) | \$12.00 | N/C |
| Channel Service Discount (12 Month Service Agreement) | N/C | 43% discount of the normal exchange trunk rates |
| Channel Service Discount (24 Month Service Agreement) | N/C | 45% discount of the normal exchange trunk rates |
| Channel Service Discount (36 Month Service Agreement) | N/C | 47% discount of the normal exchange trunk rates |
| Channel Service Discount (48 Month Service Agreement) | N/C | 50% discount of the normal exchange trunk rates |
| Channel Service Discount (60 Month Service Agreement) | N/C | 53% discount of the normal exchange trunk rates |

Once a term payment has expired, a new plan must be entered into. If a new plan is not entered into, the trunk rates in Section 25 and/or Section 31.2 will apply without the discounts listed above.

C. Subsequent feature additions and changes

When the above features are ordered or modified after the initial installation of DCS, the nonrecurring Feature Addition and Change charge reflected below is applied in addition to the normal charges reflected in this tariff:

| | Charge |
|--|---------|
| Feature Additions and Changes (per DCS facility) | \$35.00 |

Only one service charge will apply when multiple features are added or changed on a DCS facility as part of the same service order.

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16. DIGITAL DATA COMMUNICATION SERVICE

16.3 PRIMARY RATE ACCESS

16.3.1. GENERAL

- A. ISDN architecture provides two access methods that connect customers' premises to network switching systems, Primary Rate Access (PRA) for large quantities of connections and Basic Rate Access (BRA) for smaller numbers of connections. PRA facilities are typically used for business only.
- B. PRA is an optional service arrangement that must be configured with 24 PBX Trunks. This service arrangement uses the ISDN architecture to provide the customer with the capability to transmit voice and data simultaneously over the same digital facility. Under various optional arrangements, PRA provides the customer with access to Circuit Switched Voice Services and Circuit Switched Data Services. In general, this tariff addresses standardized National ISDN-1 (NI-1) capabilities and features.
- C. PRA is offered on Term Payment Plans of 12, 24, 36, 48 or 60 months.

16.3.2. PRIMARY RATE INTERFACE SERVICE ARRANGEMENT

- A. PRA Service Arrangement connects an ISDN-capable Telephone Company central office switch to ISDN-capable Class II Customer Premises Equipment (CPE). Depending on the application, the CPE might be a PBX, a router, a multiplexer, etc. Each PRA service arrangement provides twenty-three or twenty-four digital communications channels.

These communication channels can be either B (Bearer) Channels or D (Delta) Channels:

- 1. B Channel - The B Channel is a bi-directional synchronous channel capable of supporting digital transmission speeds of 56 kilobits per second (kbps) or 64 kilobits per second, where available. Each B Channel of an Advanced Digital Services PRA may carry:
 - (a) Circuit Switched Voice
 - (b) Circuit Switched Data, or
- 2. D Channel - The D Channel is a 56 or 64 kbps digital signaling channel that carries signaling and control for the B Channels.
- B. Primary Rate Access Facility - The Primary Rate Access Facility provides a high-capacity digital link over which the Advanced Digital Services PRA capabilities are delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility). The typical PRA Access Facility configuration is known as 23B+D, where twenty-three of the channels are B Channels and one is a D Channel.

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16. DIGITAL DATA COMMUNICATION SERVICE

16.3 PRIMARY RATE ACCESS (Cont'd)

16.3.2. PRIMARY RATE INTERFACE SERVICE ARRANGEMENT(Cont'd)

- C. Multiple PRA Facility Arrangement - There may be situations where more than 23 B Channels are needed at a particular customer premise. In those situations, depending on facility availability, multiple PRA facilities can be assigned to an Advanced Digital Services PRA Service Arrangement. With the Multiple PRA Facility Arrangement, the D Channel in the first PRA facility is used to transport signaling for up to four additional PRA facilities. The first facility would be configured as 23B+D and the other facilities would be configured as 24B. This use of Non-Facility Associated Signaling (NFAS) allows the overhead of the D Channel to be distributed over multiple PRI facilities thereby increasing channel efficiency.
- D. D Channel Backup - In Multiple PRA Facility Arrangements, a second D Channel can be assigned (where available) to the primary D Channel to provide redundancy of the signaling channel.
- E. Distance Extension Charge - provides an additional approximately one mile of transmission facility beyond the 12,000 ft provided with the PRA Facility. If a customer is located a great distance from the Company central office, it is possible that several Distance Extension Charges could be required per PRA Facility.

16.3.3. CIRCUIT SWITCHED SERVICE DESCRIPTIONS

Circuit Switching is a switching arrangement in which an entire circuit or B Channel is dedicated to a given call. The circuit is connected on a per-call basis and can carry circuit switched voice or circuit switched data. Circuit switched related services include:

- A. Clear Channel Capability - This feature is a characteristic of the transmission paths on the B Channels that allows the full bandwidth of 64 kbps to be available to the customer. (Clear Channel Capability cannot be guaranteed outside the serving central office. Interoffice traffic may be subrated to 56 kbps.) Clear Channel Capability is applicable to CPE that supports clear channel capability.
- B. Dedicated Trunk Groups - The B Channels of PRA can be dedicated for calls to and from the public network. Trunk Group types include Incoming, Outgoing, 2-way, Direct Outward Dialing (DOD) or Direct Inward Dialing (DID).
- C. Primary Rate Call-by-Call Service - The Primary Rate Call-by-Call feature offers access to additional services via the B Channels of PRA. These additional services include:
 - Foreign Exchange
 - OutWATS
 - InWATS

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16. DIGITAL DATA COMMUNICATION SERVICE

16.3 PRIMARY RATE ACCESS (Cont'd)

16.3.3 CIRCUIT SWITCHED SERVICE DESCRIPTIONS (Cont'd)

With this feature, any B Channel can be used to offer the above services on a per-call basis, in addition to supporting trunk calls to/from the public network (i.e., DOD/DID).

Simulated Facility Groups (SFG) are used to control the number of B Channels that can be used for a particular service or for calls to the public network. The SFG is a logical relationship between the services (or public network calls) and the number of B Channels. Any B Channel may be used for any service (or for public network calls) provided the actual number of calls currently active for that service does not exceed the maximum-allowed value associated within the SFG.

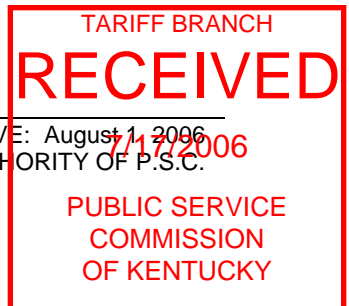
- D. Directory Numbers - Directory numbers may be purchased at rates specified in Section 16.3.6 below.
- E. Caller ID (Number) - This feature allows the central office and the customer's suitably equipped CPE to communicate the calling party's directory number. On calls carried by the PRA, the number can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.
- F. Caller ID (Name) - This feature (where available) allows the central office and the customer's suitably equipped CPE to communicate calling party name information (associated with the calling party's directory number) on calls carried by the PRA. The name can then be made available to be displayed on a properly equipped telephone set or adjunct equipment.

16.3.4. TECHNICAL SPECIFICATIONS

- A. Transmission Specifications - The PRA facility requires a high-capacity digital link over which PRA is delivered. This facility is based on a 1.544 Mbps DS1 carrier (T1 facility) whose characteristics are as follows:
 - Line Code = Bipolar 8 Zero Substitution (B8ZS)
 - Framing Format = Extended Super Frame (ESF)
 - Signaling = Common Channel Signaling (CCS)
 - Data Rate = 64 kbps clear or 56 kbps restricted
 - D Channel = 24th channel on the appropriate PRA access facility
- B. Customer Premises Equipment Facilities - Compatible customer premises equipment is required for PRA. All equipment used with these services is required to conform with National ISDN guidelines, as referenced in the following Bellcore specifications:

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16. DIGITAL DATA COMMUNICATION SERVICE

16.3 PRIMARY RATE ACCESS (Cont'd)

16.3.4. TECHNICAL SPECIFICATIONS (Cont'd)

B. (Cont'd)

Document Number Description

TR-NWT-001268 ISDN Primary Rate Access Call Control Switching and Signaling Generic Requirements for Class II Equipment

SR-NWT-002343 ISDN Primary Rate Access Generic Guidelines for Customer Premises Equipment

The Telephone Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company used in the provisioning of PRA render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.

16.3.5. REGULATIONS AND CONDITIONS

A. Unless specifically exempted, PRA shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in this tariff.

B. PRA and its optional services are furnished subject to central office switching capacity, capability, and the availability of outside plant facilities.

1. The availability, functionality, and capabilities of PRA may vary, or may not be available, dependent upon type of serving central office switch, related software controlling that switch, and associated outside plant.

(a) Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.

2. Alternate Serving Arrangements: Where the customer's serving central office is not PRA capable, the Company, at its discretion, may provide service from an alternate serving central office at no additional charge to the customer. Such provisioning may be elected when, at the discretion of the Company, the service can be provided at a reasonable cost to the Company. The customer must accept the serving location assigned by the Company, and must agree to revert to service from the normal serving central office when PRA is available in that office.

(a) This arrangement may require that the customer accept a directory number change to a number associated with the alternate central office.

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16. DIGITAL DATA COMMUNICATION SERVICE

16.3 PRIMARY RATE ACCESS (Cont'd)

16.3.5. REGULATIONS AND CONDITIONS (Cont'd)

B. (Cont'd)

2. Cont'd)

- (b) Calls that are originated by, and terminated to, a customer using this service arrangement will be billed as if the calls were placed from the customer's normal serving central office.
- (c) When PRA subsequently becomes available from the customer's normal serving central office, the customer will be reconnected to the normal serving central office. This may also require a directory number charge. If such changes occur, the nonrecurring charge associated with the change will not be applicable. If the customer does not wish to take service from the normal central office after such service becomes available, but continues to use service from the alternate serving central office, charges for distance extensions (foreign exchange service or special outside facilities) will apply. If foreign exchange service is used, the rates for foreign exchanges will be applied in addition to the PRA rates. Any other special outside plant facilities used to provide PRA will be tarified on an individual case basis.
- (d) The availability, functionality, and capabilities of PRA may vary when a customer's serving central office is equipped to provide such services.
- (e) Situations where the customer specifically requests service from a central office other than its normal serving central office will be handled on an individual case basis.

C. Interconnection with Intermediary Customer

- 1. Where a PRA Service Arrangement interconnects with an Intermediary Customer (e.g., Interexchange Carrier or other service provider) and is resold, the PRA Access is viewed as an interoffice connection.

D. Payment for Service

- 1. The minimum charge period for services provided under this tariff is one year.
- 2. Suspension of service is not allowed during the minimum charge period without penalty. If the customer disconnects PRA prior to the 12, 24, 36, 48 or 60 month service term agreement, the customer will pay a charge equal to the PRA monthly rate in affect on the date of the contract, multiplied by the remaining number of months on the term agreement for each PRA disconnected.

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16.3 PRIMARY RATE ACCESS (Cont'd)

16.3.5. REGULATIONS AND CONDITIONS (Cont'd)

D. (Cont'd)

3. In the event the customer cancels the contract after installation of the required equipment and facilities but before service is established, the customer will pay the applicable installation charges.

- E. Nonrecurring charges may be reduced or waived during promotional campaigns (minimum service periods will apply).

- F. Directory Listings - Directory Listings may be provided as specified for in Section 32 of this Tariff.

G. Billable Call Treatment

1. Normal toll charges (including InWATS and OutWATS charges) shall apply to calls that are made outside the Local Service Area.
2. PRA customers who use the Call Forwarding or Call Transfer features are responsible for the payment of any applicable charges for each billable call connected via these features over the public network. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

H. Customer Premise Equipment

1. This tariff does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate tariff, sold or leased separately by the Telephone Company (under a separate contract), or may be provided by the customer.
2. The customer is responsible for providing the power required for any customer premises equipment connected to PRA.

- I. End User Common Line (EUCL) Charges: PRA is subject to Federal Communications Commission (FCC) End User Common Line (EUCL) charges under the rates and application rules specified by the FCC.

- J. The Company shall not be liable for any loss or damages arising out of error, interruption, defects, failure, or malfunctions of PRA or associated equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

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16. DIGITAL DATA COMMUNICATION SERVICE

16.3 PRIMARY RATE ACCESS (Cont'd)

16.3.6. RATES AND CHARGES

A. Primary Rate Access (PRA) Facility

1. Basic PRA Service is provided assuming a Dedicated Trunk Configuration. Optional PRA capabilities may be used to alter that configuration. Additional charges for the PRA capabilities as shown below:

B. Circuit-Switched Features

| | <u>Service Establishment</u> | <u>Monthly Rate</u> |
|---|----------------------------------|-------------------------|
| Primary Rate Access | | |
| Access: | \$1,200.00 | |
| 12 Month Term | | \$1055.00 |
| 36 Month Term | | 975.00 |
| 60 Month Term | | 895.00 |
| Features: | | |
| Clear Channel Capability | N/C | |
| N/C | | |
| Caller ID - Number (per PRA facility) | N/C | N/C |
| Caller ID - Name, where available (per PRA facility, requires Caller ID - Number) | N/C | N/C |
| Directory Numbers | N/C | N/C |
| Call-by-Call Capability (per facility equipped) | N/C | N/C |
| D-Channel Back Up | N/C | N/C |
| Distance Extension Charge (per repeater) | N/C | N/C |

C. Subsequent Feature Additions and Changes

When the above features are ordered or modified after the initial installation of PRA, the nonrecurring feature addition and change charge reflected below is applied in addition to the normal charges reflected in this tariff:

| | |
|---|---------------|
| | <u>Charge</u> |
| Feature Additions and Changes (per PRA facility) | \$35.00 |

Only one service charge will apply when multiple features are added or changed on a PRA facility as part of the same service order.

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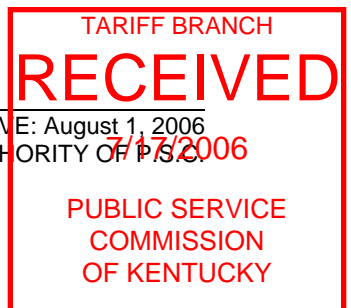
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17. RETURNED CHECKS/BANK DRAFT

The Telephone Company reserves the right to collect a \$20.00 charge for checks returned by banks.
Returned checks may result in immediate suspension of service after notifications.

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18. NUISANCE CALL INVESTIGATION

Nuisance Call Investigation is generally determined to be a public service offering and may be provided, where switching facilities permit, to the public to insure its well-being and safety.

The duration of a nuisance call investigation is generally limited to a 10-day period, but may be extended if deemed necessary to further protect the public's well-being and safety.

The Telephone Company must conform to all local, county, state and federal laws applying to nuisance call investigations, and the delivering of results thereof.

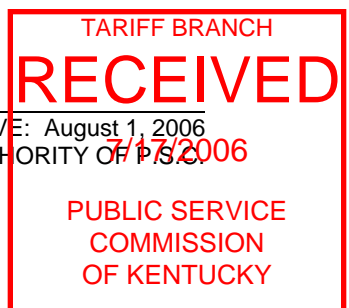
Generally, a nuisance call investigation request must be initiated jointly by the governing law enforcement agency and customer in a document conforming to the local, county, state or federal law. Furthermore, the party requesting such an investigation must orally or in writing express his willingness to prosecute whenever possible.

Results of nuisance call investigations are limited to the identification of the line and not the party originating the call; and, said results will only be submitted to the law enforcement agency originating the request.

Generally, the Telephone Company will make no charge to the party requesting a nuisance call investigation. However, the Telephone Company may apply a charge of \$20.00 for a call requiring an investigation during nights, Sundays, or Holidays, provided only that the investigation could be performed during normal working hours and days; otherwise the charge does not apply.

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19. PUBLIC TELEPHONE SERVICE

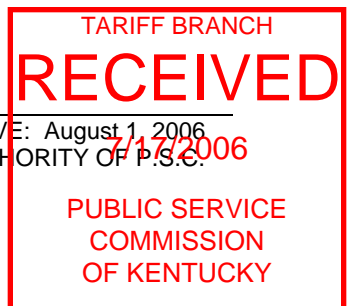
The Company provides Access Line Service for the provision of Public Telephone Service to Payphone Services Providers ("PSPs") including the nonregulated operations of the Company.

1. General

- a. Access Line Service for PSP Public Telephone is an exchange line provided at the request of a subscriber for telecommunications use by the general public.
- b. Access Line Service is provided on a flat rate basis.
- c. Access Line Service is provided for use with PSP provided coin or non-coin operated Public Telephones.
- d. Third number and collect calls to Access Line Service for PSP Public Telephones are not allowed.
- e. PSP Public Telephones must be connected to the Company network in compliance with Part 68 of FCC Rules and Regulations.
- f. Access Line Service is provided subject to the condition that all applicable regulations in this Tariff will be adhered to.
- g. Access Line Service is provided for use by the subscriber but may be used by others when so authored by the subscriber, provided that all such usage is subject to the provisions of this Tariff.
- h. Access Line Service is not subject to concessions.
- i. Access Line Service may not be suspended at a reduced rate.
- j. Access Line Service for PSP Public Telephones cannot be included on accounts containing other classes of service. A separate account is required for this offering at each location.
- k. The operator cannot perform coin collecting functions.
- l. The Company is not responsible for refunds of coins deposited in PSP Public Telephones.
- m. PSP Public Telephones may not be attached to other types of access lines.
- n. The subscriber to Access Line Service will be responsible for any and all toll charges billed to the subscriber's account.

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19. PUBLIC TELEPHONE SERVICE

1. General (Continued)

- o. PSPs shall post on or near the Public Telephone the name and phone number of the owner of the instrument.
- p. PSPs shall post on or near the Public Telephone the operating instructions for the instrument.
- q. PSPs shall provide and post on or near the instrument a cost-free method for reporting complaints and obtaining refunds.
- r. PSPs that accept coins shall accept coins of various denominations and shall be capable of returning unused coins.
- s. PSPs shall not charge for calls not completed.
- t. PSPs shall provide access to 911 Emergency Service (where available) free and without the use of a coin.
- u. PSP instruments shall be FCC registered, hearing aid compatible, meet federal requirements for size of digits on the instrument, and the use of letterless keypads is prohibited.
- v. PSP Public Telephones shall be mounted in accordance with federal height regulations for disabled persons.
- w. PSPs that provide access to long-distance service shall offer access to all certified long-distance carriers through 1-700, 1-800, 1-950, 10XXX or 101XXX dialing.
- x. PSPs shall offer toll-free access to 800/888 numbers.
- y. PSP Public Telephones shall not be connected behind a PBX.
- z. The multi-line business subscriber line charge, found in the interstate access tariff, is applicable to all Public Telephone access lines.

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19. PUBLIC TELEPHONE SERVICE

2. Service Options

At the request of the subscriber, certain options may be added to the access line for Public Telephone Service and will be billed at the approved tariff rate. All options must be compatible with the hardware and software in use by the existing telephone Company switching equipment.

a. Coin Supervision Additive Service

The Company will provide Coin Supervision Additive Service to PSPs who order Access Line Service for the provision of Public Telephone Service and where the Public Telephone equipment connected to the Access Line Service requires central office coin supervision capability.

Coin Supervision Additive Service provides the capability of central office line equipment to pass signals and/or tones from the Access Line Service to a trunk terminating at the PSPs operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the Public Telephone user. Coin Supervision Additive Service also permits a suitable equipped operator service provider to automatically ring back the originating access line upon completion of a call.

The option requires a special central office line card which differs from the standard access line card and will be provided where facilities exist.

b. Public Telephone Screening/Blocking

Screening/Blocking for Public Telephone access lines includes Company provided services necessary to coordinate with operator connections or block subscribers from making specific types of calls. This service includes software translations done at the Company's facilities and also includes coordination between the Company and connecting Company databases.

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19. CUSTOMER-OWNED, COIN OPERATED TELEPHONES (COCOTS) (Continued)

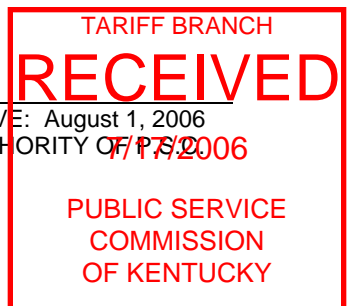
19.2 Rates and Charges

Monthly Rate Per Line

- a. Public Telephone Access Line Equal to B-1
- b. Coin Supervision \$3.00
- c. Billed Number Screening \$2.00
- d. The subscriber is responsible for Directory Assistance service charges equivalent to those billed on business individual line service.
- e. Service connection charges are applied on the same basis as for individual line business service covered in Section 4 of this tariff.
- f. At the request of the subscriber, Push Button Dialing Service may be provided as covered in Section 29 of this tariff.
- g. Maintenance of service charges are applied on the same basis as for individual line business service covered in Section 4 of this tariff.
- h. Other rates and regulations in this tariff not discussed herein that pertain to Business Service apply.

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ISSUED BY: Vice President
Shepherdsville, Kentucky

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Order No.:



19. CUSTOMER-OWNED, COIN OPERATED TELEPHONES (COCOTS) (Continued)

19.2 Rates (Continued)

Zone charges are charged on the same basis as applies to other types of individual line service.

Directory listings in connection with two-way public telephone access lines are furnished under the same rates and regulations in Section 32 as other business service. Listings are not available for outward coinless public telephone access lines.

Other special service arrangements will be provided only where adequate and suitable facilities exist and following approval of rates for those services by the Kentucky Public Service Commission.

Where facilities exist, an optional charge for screening information used to prevent toll charges against the line will be available. The monthly rate will be: \$2.00

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20. SHARED TENANT SERVICE OFFERINGS

20.1 General

In general, basic local exchange service is furnished for the exclusive use of the subscriber, and the subscriber's family, guests, employees, agents, or representatives. Resale of basic local exchange service is permitted only under the specific conditions described in this tariff.

The customer must apply in writing to resell exchange services provided by the Company. When in the judgment of the Company it is deemed necessary, the reseller may be required to submit layout maps defining the intended geographic resale area and anticipated development plan in terms of new or existing buildings.

All rates and charges in connection with the resale operation and all repairs and rearrangements behind and including the reseller's communication system will be the responsibility of the reseller (customer of record)/owner. The reseller will be the single point of contact for all shared tenant services provided in the resale service area. Customers who choose to obtain service directly from the Company may subscribe to any local exchange service available.

Nothing in this tariff section impairs the Company's franchise or ability to operate in the state. This tariff is not intended, nor does it, enfranchise or certify the recipients of this service as a telecommunications company.

Resale is permitted where facilities permit and within the confines of specifically identified continuous property areas under the control of a single owner or within a common development with a single name identity, i.e., office parks, shopping centers, apartment complexes, condominiums. Areas designated for resale may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be continuous in the absence of the thoroughfare. Continuous property may straddle exchange boundaries. In such cases, the most economic serving exchange will be selected.

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20. SHARED TENANT SERVICE OFFERINGS (Continued)

20.1 General (Continued)

The premises definition as applied to resale of basic local exchange service is a resale area as defined by layout maps, if appropriate. See premises as defined in Section 24 of this tariff.

Private line services may be provided to tenants of resellers under the rules and regulations of the private line services tariff.

Private interconnection of resale service areas within an exchange local calling area and LATA is prohibited. Tie Lines are restricted to the private use of a single resale client and cannot be used to access Local Exchange Service via Sharing and Resale trunks or lines.

All other rules and regulations specified in other sections of this tariff will apply.

20.2 Regulations and Application of Rates

Resale of local exchange service is available only on a business flat rate service basis. Regular access line and PBX trunk rates as specified in Section 25 of this tariff shall apply for this service.

The client of the reseller is defined as a different business, firm, corporation, company, subsidiary, association, associate, agent or a residence. One directory listing for each client of the reseller will be provided in the alphabetical section of the directory at no extra charge. Other listings may be obtained under the conditions and rates specified in Section 32, Directory Listings. Client listing charges will not be separately billed.

The service establishment charge shown in 20.3. applies for all resale service applications processed under this tariff and is in addition to all other applicable nonrecurring and recurring charges.

Whether the tenants included in a resale service area are residence or business, such tenants may be served by the reseller and the same business rates specified in this and other tariffs will apply to the reseller.

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20. SHARED TENANT SERVICE OFFERINGS (Continued)

20.2 Regulations and Application of Rates (Continued)

The minimum period of service is 36 months with a Service Cancellation Fee (SCF) applicable at the date of termination based on the exchange rates in effect. The Service Cancellation Fee is reduced by 1/36 per month and will be an amount equal to the exchange rates for the maximum number of lines subscribed to during the service period. A nine month notice is required prior to termination of service by the reseller.

When a subscriber located within the designated resale service area wishes to be directly served by the Company on a non-resale basis, or when Windstream Kentucky West, Inc. or customer provided coin telephone service is to be provided in the resale service area, the reseller will bear the responsibility for and cost of providing premises access for such services. The reseller/owner will make either cable pairs or their equivalents available, or provide facility support (conduit or poles) access to the Company at no charge for provision of these services.

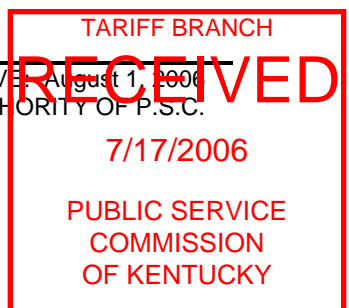
The Company will provide facilities to the first point (demarcation/ network interface) inside the reseller's premises which, in the judgment of the Company, is suitable for the location of a network interface. The most economical route from existing network distribution facilities will generally determine the approach used in establishing the point-of- demarcation. The customer may designate an alternate approach route for entrance facilities at additional charges as specified in Section 11 of this tariff. The Company will extend the point-of-demarcation to any point designated by the reseller inside his premises at the charges specified in Section 27 of this tariff. Route selection and location of point-of-demarcation must be in compliance with regulations set forth in other sections of this tariff and F.C.C. Part 68.

All usual and applicable Service Charges and Installation Charges as appropriately indicated in this and other tariffs apply to the activation, move or change of lines within the sharing and resale offering.

Suspension of service as described in Section 14 of this tariff is not applicable to this service.

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20. SHARED TENANT SERVICE OFFERINGS (Continued)

20.2 Regulations and Application of Rates (Continued)

Upon ordering of this service, the customer will be required to fill out a shared tenant service application. This will consist of the name of a point of contact, address and phone number along with a brief description of the shared tenant service area.

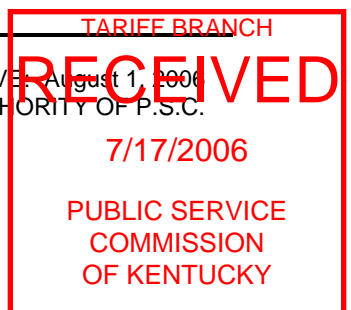
All requests for service changes, additions, etc. must be made by the shared tenant service subscriber's point of contact as specified above. The Company will not proceed with changes, additions, etc. requested by entities other than the official subscriber contact as indicated on the shared tenant service application as specified above.

20.3 Rates

| Service Establishment Charge | Nonrecurring <u>Charge</u> |
|------------------------------|-------------------------------|
| - Per application | \$30.00 |

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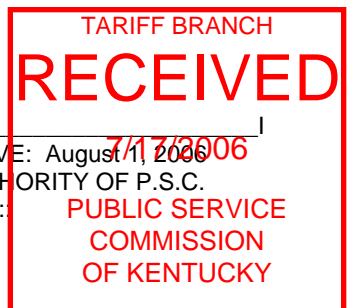


21. EMERGENCY REPORTING SERVICE - 911

Windstream Kentucky West, Inc. concurs in the general language and rules and regulations as stated in Section 22 of the Kentucky Windstream , Inc. General Customer Services Tariff, P.S.C. KY No. 1 for Emergency Reporting Service. Rates and charges for Windstream Kentucky, Inc.'s 911 Emergency Reporting Service are determined on a contract basis.

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22. TOLL BLOCKING SERVICE

1. GENERAL

- a. Toll Blocking will be provided to Residence One-Party and Communications Trunks, and Business One-Party, Key Systems and PBX Trunks. Toll Blocking will not be provided with party-line, Centrex Pay Telephones.
- b. Toll Blocking is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
- c. The subscriber to Toll Blocking is responsible for Collect, Third Number Billed, Credit Card Calls billed to that telephone number, and any other operator-handled calls.
- d. The Company makes no guarantee and assumes no liability for the accuracy of Toll Blocking. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.
- e. The minimum contract period for Toll Blocking is one month.

2. TOLL BLOCKING OPTIONS¹

- a. Option #1²

Blocks 900, NPA + 976, and 1 + NPA 976
- b. Option #2³

Blocks all billable calls. Local and non-chargeable calls, such as repair service and public emergency numbers (911) will be permitted.
- c. Option #3

Blocks international calls. 900 and 976 blocking is included at no charge.

Note 1: The codes shown for Toll Blocking options are not be considered all inclusive. Codes may be changes and new or different codes may be added as deemed appropriate by the Company.

Note 2: 1 + 976 restrictions are applicable only to calls within the subscriber's area code.

Note 3: This option includes blocking of all 101XXXX dialed calls.

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22. TOLL BLOCKING SERVICE (Continued)

3. RATES

- a. The following monthly rates apply to Toll Blocking and are in addition to all other applicable rates and charges for other associated services as specified elsewhere in this and other tariffs of the Company.

Option #1*

Residence service, each
Business service, each

Monthly
Rate
\$----
\$----

- b. Option #2**

Residence service, each
Business service, each

Monthly
Rate
\$2.00
\$3.00

- c. Option #3**

Residence service, each
Business service, each

Monthly
Rate
\$1.50
1.50

*A customer may obtain this service and have it discontinued at no charge. Subsequent requests for blocking by the same customer will incur a service order charge as found in Section 27.3.

**The applicable Service Order Charge also applies.

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23. LOCAL OPERATOR VERIFICATION AND EMERGENCY INTERRUPT SERVICE

A. General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

1. Verification

- a. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
- b. A subscriber originated request for verification of a local number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order.

2. Emergency Interrupt Service

- a. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
- b. A subscriber originated request for emergency interrupt to a local number is a chargeable Emergency Interrupt Request.

B. Application of Rates and Charges

1. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, State, or local government and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
2. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
3. If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completed the call, the charges for Operator Assisted Local Calls as defined in this tariff apply in addition to the applicable verification and emergency interrupt charges.
4. Windstream Kentucky West, Inc. concurs in the Verification and Emergency Interrupt Service rates and charges as filed by BellSouth Telecommunications, Inc. in its General Subscriber Services Tariff and amendments authorized by the Kentucky Public Service Commission.

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24. DEFINITIONS

Access Charge

A charge for the ability to reach or have access to the local and/or long distance network.

Access Line

The telephone company provided and maintained facility which provides access to the switched network. The line between the service Central Office and the subscriber's premise.

Advance Billing

Billing sequence in which billing is rendered at the beginning of the period covered by the bill.

Applicant

Any person, partnership, cooperative corporation, corporation, lawful entity, or any combination thereof requesting affirmative service or action from the telephone company.

Arrears Billing

Billing method in which billing is made after the period for which service has been rendered.

Base Rate Area

The area within the exchange service area in which the graded classes of local exchange service are furnished at rates common to all subscribers and without mileage charges.

Business Service

A class of exchange service furnished to individuals, firms, partner- ships, corporations, agencies, shops, works, etc., engaged in business; tenants of office buildings; hotels receiving individual line, party line, or private branch exchange service; individuals practicing a profession or operating a business and having no offices other than their residence; and individuals whose actual or obvious use of the service is primarily of a business, professional or occupational nature, including those whose listings in the directory denotes such use of service.

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24. DEFINITIONS (Continued)

Central Office

An operating unit by means of which connections are established between customers' lines and trunks or toll lines.

Circuit (Channel)

One communication path between two or more points suitable for transmitting communication information.

Class of Service

A description of service furnished a customer in terms of grade of service, type of rate, location, and use.

Commission

The Kentucky Public Service Commission.

Company (The Company)

Windstream Kentucky West, Inc.

Connecting Arrangement

The equipment provided by the Company to accomplish the direct electrical connections of customer provided facilities with the facilities of the Company.

Continuous Property

Property owned or leased by the subscriber which is not separated by public highways or by property occupied by others.

Customer (Subscriber)

Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., provided with services by the Company.

Customer Line

The circuit or channel used to connect the customer with the normal serving central office equipment for that customers location.

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24. DEFINITIONS (Continued)

Customer-Owned, Coin Operated Telephones (COCOTS)

This service includes any coin, coinless, or credit card reader private pay telephone that is accessible by members of the general public, business patrons, employees, and/or visitors of the private pay telephone service customer, provided that the end user pays for local or toll calls from such instrument on a per call basis.

Customer Trouble Report

Any oral or written report given to the Company's repair service by a customer or user of telephone service relating to a physical defect or to difficulty or dissatisfaction with the operation of Company facilities.

Date of Presentation

The date upon which a bill or notice is mailed, postage prepaid, properly addressed to the subscriber, or if not mailed, the date upon which that bill or notice is presented to the subscriber by a representative of the Company.

Delinquent Account

The bill becomes delinquent twenty-one (21) days after the billing date, except when the customer has had service discontinued for nonpayment of an undisputed delinquent charge within the past twelve (12) months. In which case, payment may be demanded for the toll charges in less than twenty-one (21) days. If the toll charges remain unpaid for ten (10) days after such demand, or twenty-one (21) days from the billing date, whichever is less, such charges will be deemed delinquent.

Demarcation Point

The point of interconnection between telephone company communications facilities and terminal equipment, protective apparatus or wiring at a subscriber's premise. The point of demarcation shall be located on the subscriber's side of the telephone company's protector, or the equivalent thereof.

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24. DEFINITIONS (Continued)

Exchange

A unit established by the Company for the administration of telephone service in a specified area which usually embraces a city, town, or village and its environs. It may consist of one or more central offices together with associated plant used in furnishing communication service in that area.

Extended Area Service (EAS)

A type of telephone service whereby customers are provided service within or between certain specific exchanges at rates different than established toll rates.

Facilities

All of the Telephone Company equipment or materials necessary to provide or furnish in connection with, telephone service.

Foreign Exchange Service

Exchange service furnished by means of a circuit connecting a customer's premise with a central office outside of the exchange area in which the customer premise is located.

Grade of Service

The type of service furnished a customer with respect to the quantity of telephone numbers which may be connected to the same access line (1-party, 2-party, 4-party, etc.).

Held Application

A firm but unfilled written application for new service.

IntraLATA

Calls made within the same LATA.

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24. DEFINITIONS (Continued)

Intrastate

Calls made within the state of Kentucky.

InterLATA

Long distance calls made between LATA's.

Joint User

An individual or concern authorized by the Company and the subscriber to share in the use of the subscriber's business telephone service.

LATA

Local Access and Transport Area.

Local Service Area

The area within which are located the exchange stations to which calls may be made under a specified schedule of exchange rates without the payment of toll charges.

Long Distance Service (Toll Service)

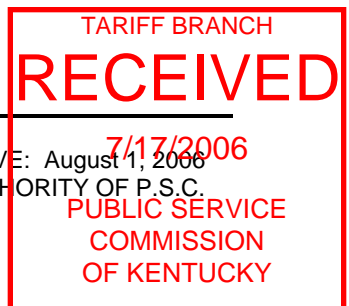
Interexchange telephone service for which a message or bulk charge is made.

Member of Firm or Business

Individuals, firms, companies, or associations engaged in the same business or profession on one premises, receiving service from the same facilities, are considered as members of a firm or business of the individuals or members of the firm, company or association file a joint income tax return and also if any individual member of a firm, company or association substantially participate in the earnings of his fellow member of such firm, company or association.

Message

A completed communication between stations.



24. DEFINITIONS (Continued)

Off-Premises Extensions

Stations in premises other than that in which the primary station or equipment is located.

Outside Plant

Company equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private rights-of-way between the central office and customers' locations, or between central offices.

Party Line Service

A grade of exchange service which provides that two or more telephone numbers may share the same circuit connecting the customer's premises with the central office.

Person

A natural person and any partnership, corporation, agency of government, association, trust, or other legal entity.

Premises

Any room of a building occupied by the subscriber in person or by the subscriber's personnel.

Any two or more adjoining or opposite rooms located on the same floor of a building occupied by the subscriber in person or by the subscriber's personnel.

Any rooms on two or more successive or adjoining stories of a building provided all of the rooms or portions of each room on the two or more successive or adjoining stories are occupied by the subscriber in person or the subscriber's personnel.

In connection with resale of basic local exchange service, "premises" is interpreted to mean the resale area as defined by layout maps, if required, and may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares.

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24. DEFINITIONS (Continued)

Registered Equipment

Equipment which complies and has been approved within the registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

Residence Service

A class of exchange service furnished to an individual at a residence or place of dwelling where the actual or obvious use of the service is for social or domestic purposes.

Route Mileage

The distance measured along the route of the circuit between any two given points on that circuit.

Rural Service Area

That area within the exchange service area which lies outside the base rate area and in which urban classes of service are furnished at established rates plus extra exchange line mileage charges.

Semi-Public Telephone Service

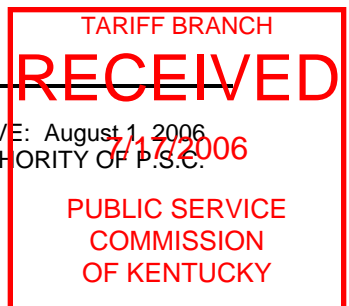
A classification of exchange service designed for use of the subscriber and the public at locations somewhat public in character and involving a stipulated monthly charge with subscriber guarantee. A coin collecting device is provided for immediate collection of charges for each outgoing local and toll message.

Service Charge

A charge made for the purpose of reimbursing, or partially reimbursing, the Company for the cost involved in connecting, changing or rearranging services provided a customer.

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24. DEFINITIONS (Continued)

Service Interruption

Service outage; total failure; complete loss of service due to a trouble condition in the telephone company provided facilities.

Shared Tenant Service

Shared Tenant Service is a shared service arrangement which allows business flat rate local exchange service to be resold subject to regulations specified in Section 20 of this tariff.

Subscriber

Any person provided with telephone service by the Company.

Tariff

All or any part of the body of rates, tolls, charges, rentals, classifications, and terms and conditions of service relating to the services offered by the Company, the conditions under which offered and the charges therefore, which have been filed with and approved by the Commission.

Terminal Equipment

Telephone instrument or equipment which is connected in compliance with Part 68 of the FCC Rules and utilized for the purpose of telephone communications.

Temporary Service

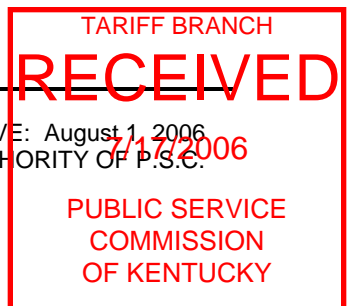
Exchange service definitely known to be required for a short period, such as service provided for contractors for use during construction of a building, sales campaigns, athletic contests, conventions, fairs, etc.

Voice Messaging Integration

A feature that provides an integrated automated interface to voice messaging providers for use by their subscribers (end users).

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25. LOCAL EXCHANGE RATES

25.1 Rates for All Classes of Service

This tariff supersedes all tariffs previously issued and no supplement to this tariff will be issued except for the purpose of canceling this tariff.

This tariff is governed, except as otherwise specified herein, by the General Exchange Tariff, which is hereby made a part of this tariff. Unless otherwise specified, the charges quoted in this tariff or in the General Exchange Tariff are for periods of one month; payable monthly in advance; entitle the customer to exchange telephone service within the exchange area and E.A.S. as specified in Section number 25.2 of this tariff.

Rates for local exchange service include the provision of initial diagnostics required to determine whether a service problem is caused by facilities for which the Company is responsible or facilities for which the customer is responsible. Local exchange service however does not include the provision of actual repairs to facilities for which the customer is responsible, nor does it provide for specific diagnostics regarding the facilities for which the customer is responsible.

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25. LOCAL EXCHANGE RATES (Continued)

25.1 Rates for All Classes of Service (Continued)

A. Schedule of Bracket Rates by Rate Group - Residence

| <u>Monthly Rates</u> | |
|----------------------|-------------|
| Rate Group | Rate Group |
| <u>I-A</u> | <u>II-A</u> |
| \$ 8.12 | \$11.51 |

B. Schedule of Bracket Rates by Rate Group - Business

| | | <u>Monthly Rates</u> | |
|----|--|----------------------|-------------|
| | | Rate Group | Rate Group |
| | | <u>I-A</u> | <u>II-A</u> |
| 1) | Exchanges with One-Party and Multi-Party Service | | |
| a) | P(A)BX Trunks | \$28.70 | \$57.45 |
| b) | Key System Lines-Rotary | 17.15 | 34.45 |
| c) | Key System Lines-Non-Rotary | 14.35 | 28.65 |
| d) | One-Party | 14.18 | 28.92 |
| e) | Semi-Public Guarantee | 14.35 | 28.65 |
| f) | Network Access Register(NAR) | 14.35 | 28.75 |

Note 1: Rates shown do not include a Company provided instrument.

Note 2: Those converted to one-party from multi-party in July 1995 will be notified of the change by letter. Their billing will not be increased until January 1996.

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25. LOCAL EXCHANGE RATES (Continued)

25.1 Rates for All Classes of Service (Continued)

C. RESERVED FOR FUTURE USE

25.2 Local Exchanges and Rate Groups

Except as noted below, rate groups shown apply to exchanges with One- Party and Multi-Party Service.

| <u>Exchange</u> | <u>Rate Group</u> |
|---|-----------------------|
| Mt. Washington (E.A.S. to Shepherdsville and Zoneton) . . . | I-A |
| Shepherdsville (E.A.S. to Mt. Washington and Zoneton) . . . | I-A |
| Zoneton (E.A.S. to Mt. Washington, Shepherdsville, and. . . | |
| Metropolitan Louisville, Kentucky) | II-A |

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25. LOCAL EXCHANGE RATES (Continued)

25.3 Windstream Callers Choice

- a. Windstream Callers Choice provides alternate billing for customer dialed station-to-station calls to locations outside a customer's local calling area but within the same LATA. This service is offered on a per line seven digit dialed basis in the exchanges specified in Section 25.3h(2) of this tariff. Customers subscribing to Windstream Callers Choice will receive toll free calling. (T)
- b. Windstream Callers Choice is offered in the specified exchanges subject to the availability of facilities and billing capabilities.
- c. Windstream Callers Choice is for direct dialed voice use only and cannot be used for Internet access, telemarketing, or auto-dialed calling. If the Company determines that usage is not consistent with typical voice service, the Company may immediately restrict use or remove the Alltel Callers Choice Plan from the services provided the customer. (N)
(N)
- d. This service is available to all business and residence customers except as specified herein. Customers who subscribe to multi-party service, Semi-Public Telephone Service, Public Telephone Access Service, or Foreign Exchange Service may not subscribe to this service. (T)
- e. Windstream Callers Choice is intended for the personal or business use of the customer and may not be resold to others or used on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges by others. (T)
- f. Appropriate Service Charges apply as specified in Section 27 of this tariff. (T)
- g. The rates for Windstream Callers Choice are in addition to rates for exchange service. The charge is assessed on a per line basis except for Centrex which is assessed on a per NAR basis. (T)
- h. Rates and Charges (T)

1. Rates associated with Windstream Callers Choice

| ASOC | Monthly Rates | |
|----------------|---------------------------|--------------------------|
| | <u>Residence</u> KACCR | <u>Business</u> CACCB |
| Mt. Washington | \$20.00 | \$50.00 |
| Shepherdsville | \$20.00 | \$50.00 |
| Zoneton | \$3.00 | \$5.00 |

2. Routes associated with Windstream Callers Choice

Mount Washington to Louisville, LaGrange, Lebanon Junction, Rose Terrace, Taylorsville, and West Point.

Shepherdsville to Louisville, LaGrange, Lebanon Junction, Rose Terrace, Taylorsville, and West Point.

Zoneton to Lebanon Junction, Rose Terrace, and Taylorsville.

ISSUED: August 25, 2006
ISSUED BY: Vice President
Shepherdsville, Kentucky

EFFECTIVE: September 9, 2006
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Order No:



25. LOCAL EXCHANGE RATES (Continued)

25.4 LIFELINE SERVICE

25.4.1 Definition

- A. Lifeline Service is a retail local service offering available to qualifying low-income residential customers who participate in one of the following programs:

Medicaid
Food Stamps
Supplemental Security Income
Federal Public Housing Assistance
Low Income Home Energy Assistance Program
Temporary Assistance to Needy Families
National School Lunch's Free Lunch Program

- B. Customers qualifying for Lifeline Service are offered the services or functionalities enumerated in 47 Code of Federal Regulations §54.101 (a) (1)-(8) (relating to Supported Services for Rural, Insular and High Cost Areas).

- C. Lifeline is supported by both the federal and state universal service support mechanisms. The state universal service support mechanism will be funded by the following charge on all customers' bills except Lifeline customers. This amount charged to customers is prescribed by the Kentucky Public Service Commission.

Monthly Rate Per Line

Effective July 1, 2004

\$.08

25.4.2 Discounts

- A. The following credits will apply for customers deemed eligible for Lifeline assistance:

Monthly Credit

| | |
|--|--------|
| Federal Subscriber Line Charge Credit | (1) |
| Initial Federal Credit to Residential Access Line | \$1.75 |
| State Credit to Residential Access Line | \$3.50 |
| Additional Federal Credit to Residential Access Line | \$1.75 |

- B. The monthly discounted residential rate for qualified low-income customers may not be reduced below zero. Therefore, the credit amount defined in A. above shall not exceed the total of the subscriber line charge and the customer's normal residential local exchange service rate.

25.4.3 General

- A. The Company shall offer toll blocking to all qualifying low income customers at no charge at the time such customers subscribe to Lifeline service. If the customer voluntarily elects to receive toll blocking, the service shall become part of the customer's Lifeline service and all service deposits will be waived.
- B. Lifeline program rate reductions do not apply to long distance service or any other services (i.e., Custom Calling, CLASS, construction charges, etc.) which may or may not be tariffed. Customers may obtain such services, where available, at their discretion, although the Lifeline program rate reduction does not apply.
- C. The Lifeline Service rate reductions do not apply to service connection charges, except that customers eligible for Lifeline Service will receive a reduction in applicable service connection charges, as set forth in the Link-Up America Program found in Section 27 of this tariff.
- D. Lifeline program service will not be available on a retro-active basis.
- E. A customer deemed eligible for Lifeline service is automatically eligible for Link-Up Service.

(1) Authorized FCC Rate

ISSUED: July 17, 2006
ISSUED BY: Vice President
Shepherdsville, Kentucky

EFFECTIVE: August 1, 2006
ISSUED BY: AUTHORITY OF P.S.C.
Order No.:

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25. LOCAL EXCHANGE RATES (Continued)

25.4 LIFELINE SERVICE (Cont'd)

25.4.4 Eligibility Requirements

- A. The Lifeline program rate reduction shall apply to one (1) telephone line per residential household, at the subscriber's principal place of residence.
- B. The service must be provided in the eligible consumer's name.
- C. The applicant must participate in one of the following programs:
 - Medicaid
 - Food Stamps
 - Supplemental Security Income
 - Federal Public Housing assistance
 - Low Income Home Energy Assistance Program
 - Temporary Assistance to Needy Families
 - National School Lunch's Free Lunch Program
- D. The customer must sign, under penalty of perjury, a document certifying:
 - 1. He/she is receiving benefits from one of the programs listed in C. above.
 - 2. Name of the program(s) from which they are receiving benefits.
 - 3. That he/she will notify the company if he/she no longer participates in the program(s) named in 1. preceding.

25.4.5 Credits and Deposits

- A. The credit verification procedures available for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline program.
- B. The deposit standards used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Program with the exception that deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to toll blocking service.

25.4.6 Service Charges

- A. Service charges do not apply when eligible customers with existing residential service convert to Lifeline Service.
- B. A service order deposit is not applicable to customers who elect toll blocking when initiating Lifeline service.

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Order No.: TARIFF BRANCH



25. LOCAL EXCHANGE RATES (Continued)

25.4 LIFELINE SERVICE (Cont'd)

25.4.6 Service Charges (Cont'd)

C. A service order charge does apply when:

1. At the time Lifeline Service billing is initiated, eligible residential local exchange access service customers also request additional optional calling features such as Custom Calling Features, CLASS features, etc.
2. Any subsequent moves or changes after the initial connection to Lifeline service are requested by the customer.
3. Service is established for new residential applicants (those without existing local exchange access service) eligible for Lifeline Service. However, Lifeline customers automatically qualify for service order charge discounts under the Link-Up America Program specified in Section 27 of this tariff.

25.4.7 Payments and Disconnection of Service

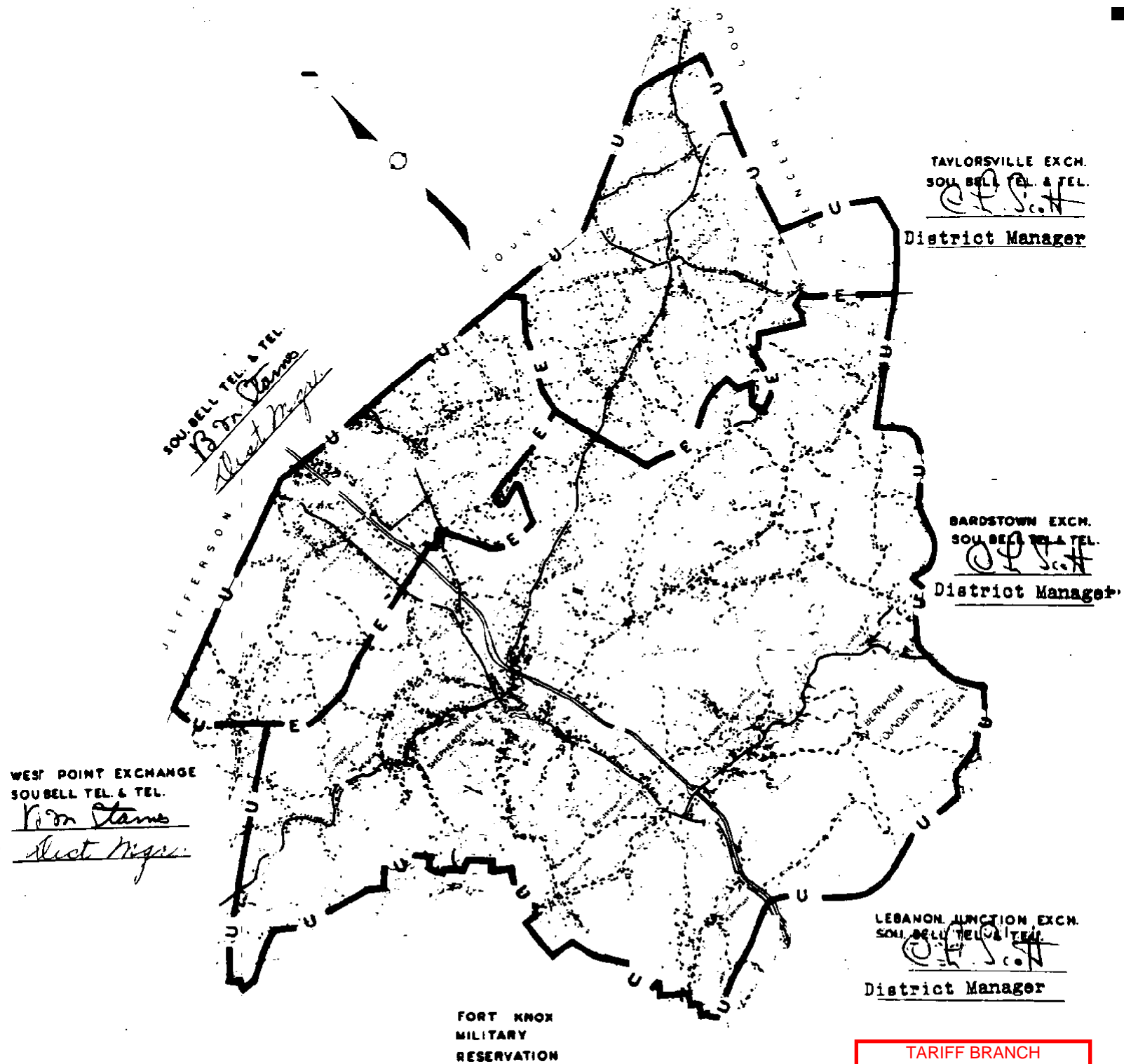
- A. Lifeline service may not be disconnected for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges.
- B. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

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ISSUED BY: Vice President
Shepherdsville, Kentucky

EFFECTIVE: August 1, 2006
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Order No.:



26. LOCAL EXCHANGE MAPS

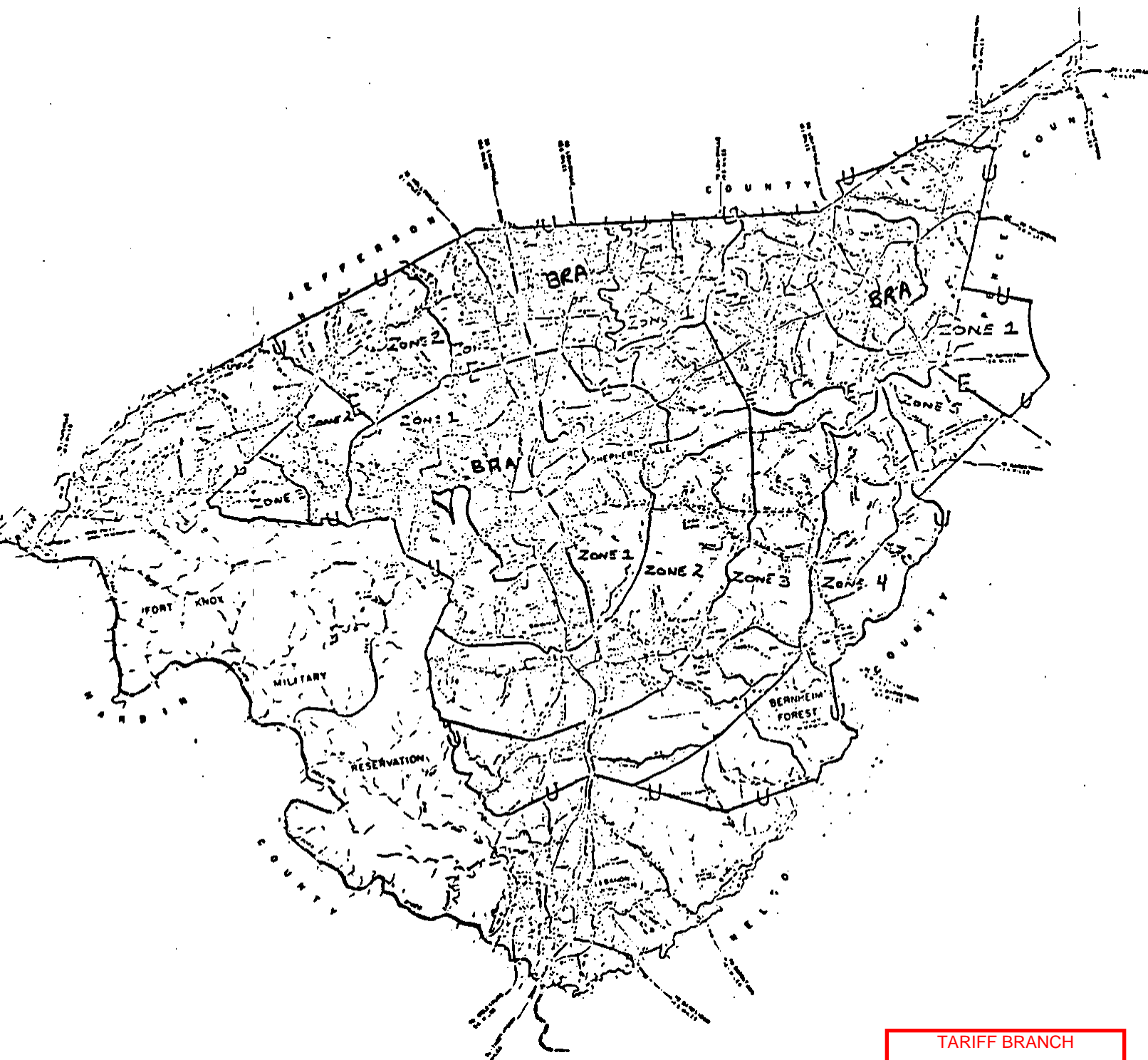


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ISSUED BY: Vice President
Shepherdsville, Kentucky

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Order No.:

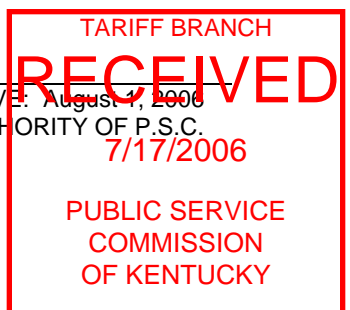
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COMMISSION
OF KENTUCKY

26. LOCAL EXCHANGE MAPS

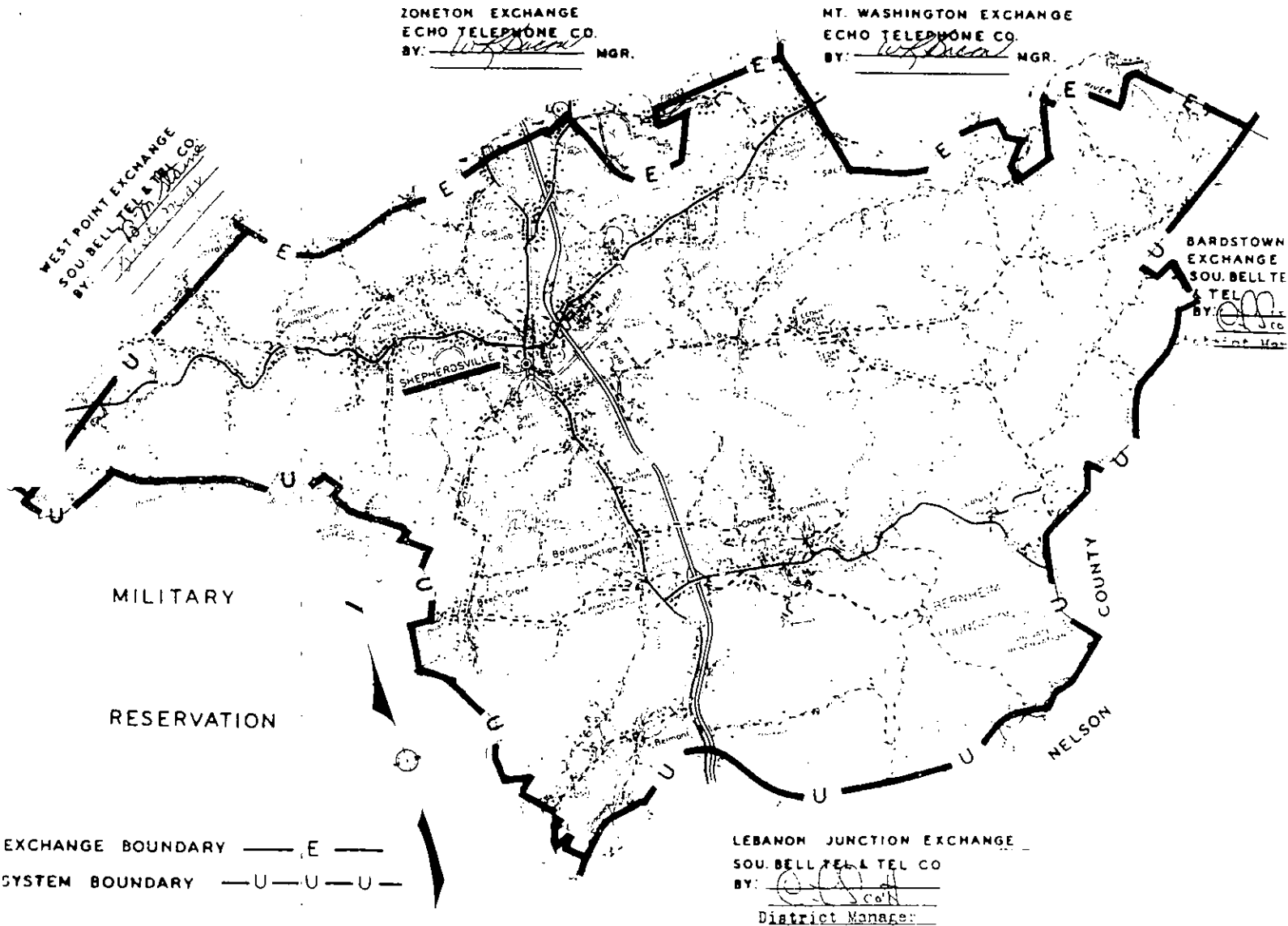


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ISSUED BY AUTHORITY OF P.S.C.
Order No.:



26. LOCAL EXCHANGE MAPS



ISSUED: July 17, 2006
ISSUED BY: Vice President
Shepherdsville, Kentucky

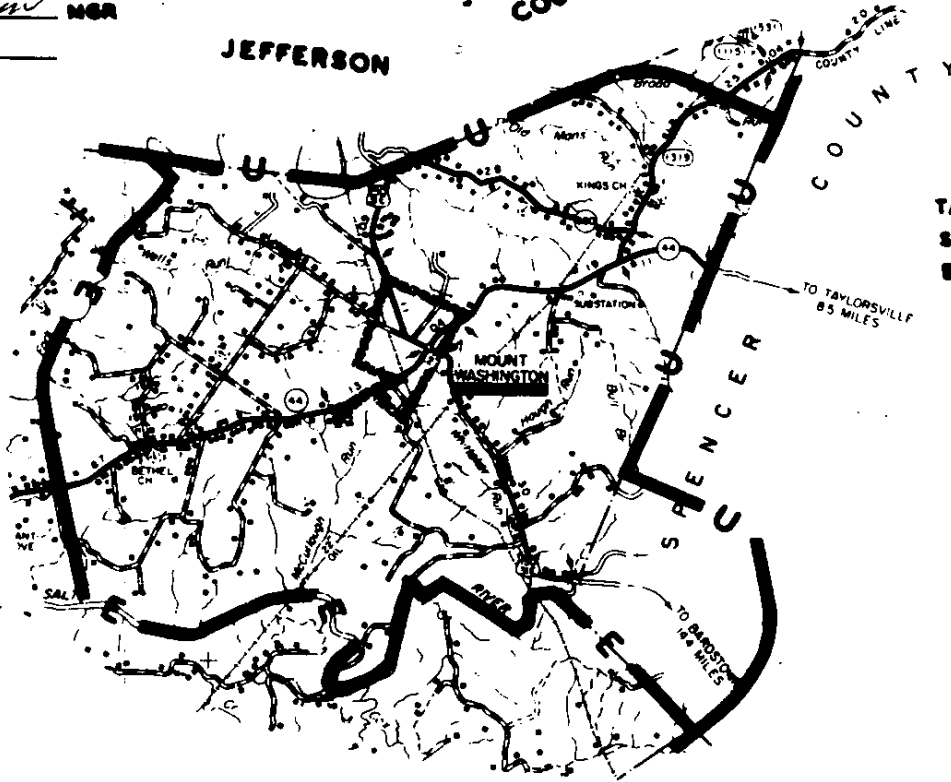
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26. LOCAL EXCHANGE MAPS

LOMETON EXCHANGE
ECHO TELEPHONE CO.
BY: W. Brown MGR

13th James
Dist. Manager
SOU. BELL TEL & TEL
JEFFERSON COUNTY



TAYLORSVILLE EXCHANGE
SOU. BELL TEL & TEL CO.
BY: W. Scott
District Manager

SHEPHERDSVILLE EXCHANGE
ECHO TELEPHONE CO.
BY: W. Brown MGR

EXCHANGE BOUNDARY — E —
SYSTEM BOUNDARY — U —

ISSUED: July 17, 2006
ISSUED BY: Vice President
Shepherdsville, Kentucky

EFFECTIVE: August 1, 2006
ISSUED BY AUTHORITY OF P.S.C.
Order No.:

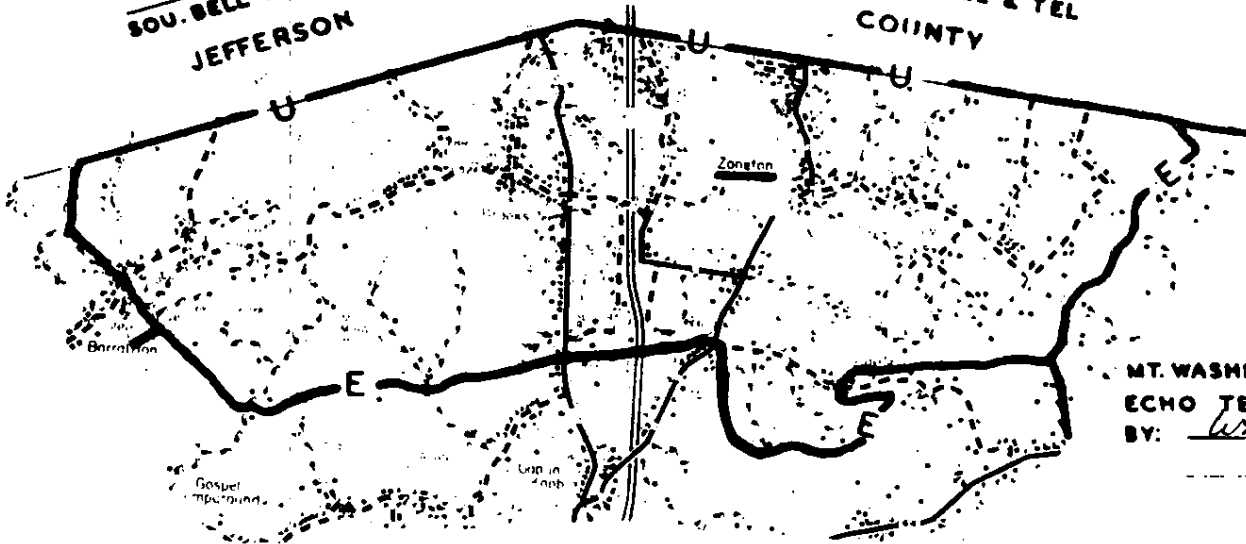
TARIFF BRANCH
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OF KENTUCKY

26. LOCAL EXCHANGE MAPS -

WEST POINT EXCHANGE
SOU. BELL TEL & TEL CO.
BY Bm Stans

Bm Stans
SOU. BELL TEL & TEL
JEFFERSON

Bm Stans
SOU. BELL TEL & TEL
COUNTY



MT. WASHINGTON EXCHANGE
ECHO TELEPHONE CO.
BY: W. J. Stans MGR.

SHEPHERDSVILLE EXCHANGE
ECHO TELEPHONE CO.
BY: W. J. Stans MGR.

EXCHANGE BOUNDARY — E —

SYSTEM BOUNDARY — U —

ISSUED: July 17, 2006
ISSUED BY: Vice President
Shepherdsville, Kentucky

EFFECTIVE: August 1, 2006
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Order No.:

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27. SERVICE CHARGES - CONNECTIONS, MOVES AND CHANGES

27.1 Multi-Element Non-Recurring Charges

Multi-element non-recurring charges are applicable for the following activities resulting from a customer's request.

Service Order Charge (S);
Line Connection Charge (L);

These charges are in addition to all other applicable rates and charges associated with the service being provided.

The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the subscriber, nor do they contemplate work begun being interrupted by the subscriber. If the subscriber requests overtime labor being performed or interrupts work once begun, a charge in addition to the specific charges will be made equal to the additional cost involved.

The "Service Order Charge" (S) applies for work (each service order) done in receiving, recording, and processing information necessary to execute a customer's request for connections of service or moves, changes or additions to existing service.

A "Line Connection Charge" (L) applies to work done in the Central Office and elsewhere in association with providing an access line or making changes thereto. The term "Connection" denotes the establishment of telephone service. A move of existing service to a different premise requires a connection.

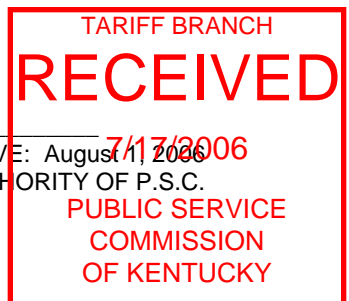
A "Premise Visit Charge" applies if an employee visits the customer's premises and completes work requested by the customer.

An "Installation Expedite Charge" applies to specific customer requests to have a complex service installed no less than 24 hours sooner than the normal interval. Complex service is defined in this instance as any service request that installs or relocates 5 or more single party lines, Centrex lines or NARS, and PBX or DID Trunks. Complex services also include any intra or interexchange private line, digital data, 1.544 Mbps or higher circuits, ISDN services, and FX services. Normal interval for installation is generally 10 days for most complex services. However, for 5 or more single party lines, Centrex lines or NARS, and PBX trunks, a normal interval for installation is considered to be 5 days. Installation Expedite Charges will only be applied upon company completion of the expedited installation.

When Company initiated, service charges are not applicable to changes in grade of basic exchange service.

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Order No.:



27. SERVICE CHARGES - CONNECTIONS, MOVES AND CHANGES (Continued)

27.2 Application of Charges

A. Service Ordering Charge

Service order activity is classified as either initial (establishment of service) or subsequent (modification to an existing service).

One initial service ordering charge is applicable to each order for establishment of service.

One subsequent service ordering charge is applicable to each order for a move, change, or addition and the following:

Change or addition of additional directory listing.

Change of telephone number.

Only one charge is applicable per order if more than one change is requested on the order.

B. Line Connection Charge

One line connection charge is applicable to the provision of each access line in association with any of the following services:

Individual or Multi-Party Residence Service
Individual or Multi-Party Business Service

Line connection charges are not applicable when service is assumed by a customer prior to discontinuance by another customer (supersedure) and there is no change of telephone number.

A line connection charge is applicable to each change in telephone number made at the request of the customer.

C. Premises visit Charge

One premises visit charge is applicable whenever a Company employee is dispatched to the customer's premises to complete a customer service request.

No premises visit charge is applicable for subsequent visits required to complete an order to which a visit charge has been applied.

The premises visit charge is applicable on a per visit basis.

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Order No.:



27. SERVICE CHARGES - CONNECTIONS, MOVES AND CHANGES (Continued)

27.3 Rates

The following service charges apply in addition to other applicable rates and charges found elsewhere in this tariff.

| | <u>Residence</u> | <u>Business</u> |
|---|------------------|-----------------|
| Service Order Charge (S) | | |
| Initial Order | \$14.80 | \$14.80 |
| Subsequent Order | 12.15 | 12.15 |
| Addition of Special Access Line Features, i.e., Custom Calling and CLASS Services | 5.10 | 5.10 |
| Line Connection Charge (L), each | 4.20 | 4.20 |
| Premise Visit Charge | 11.05 | 11.05 |
| Installation Expedite Charge | 1,500.00 | 1,500.00 |

27.4 Link-Up Kentucky

27.4.1 Definition

- A. Link-Up Service is a retail local service offering available to qualifying low-income residential customers who participate in one of the following programs:

Medicaid
Food Stamps
Supplemental Security Income
Federal Public Housing assistance
Low Income Home Energy assistance program
Temporary Assistance to Needy Families
National School Lunch's Free Lunch Program

27.4.2 Discounts

- A. Customers deemed eligible for Link-Up assistance will receive a reduction in the eligible customary service charge for commencing telecommunications service for a single telecommunications connection at the customer's principal place of residence.
- B. The monthly discounted service charge shall be 50% of the customary charge or \$30, whichever is less.
- C. A qualifying low-income customer may receive a deferred schedule for payment of the charges assessed for commencing service, for which the customer does not pay interest. The interest charges not assessed to the customer shall be for connection charges of up to \$200 that are deferred for a period not to exceed one year. Charges assessed for commencing service include any charges that the Company customarily assesses to connect customers to the network. These charges do not include any permissible security deposit requirements.

27.4.3. General

- A. A customer deemed eligible for Lifeline Service is automatically eligible for Link-Up service.
- B. Link-Up Program Service will not be available on a retro-active basis.

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27. SERVICE CHARGES - CONNECTIONS, MOVES AND CHANGES (Continued)

27.4 Link-Up Kentucky (Cont'd)

27.4.3 General (Cont'd)

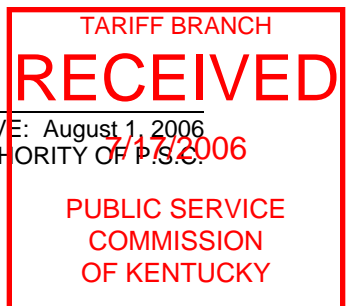
- C. The credit verification procedures available for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Link-Up program.

27.4.4 Eligibility Requirements

- A. The Link-Up program discount applies to one (1) telephone line per residential household, at the subscriber's principal place of residence.
- B. The service must be provided in the eligible consumer's name.
- C. The applicant must participate in one of the following programs:
- Medicaid
 - Food Stamps
 - Supplemental Security Income
 - Federal Public Housing assistance
 - Low Income Home Energy assistance program
 - Temporary Assistance to Needy Families
 - National School Lunch's Free Lunch Program
- D. The customer must sign, under penalty of perjury, a document certifying:
1. He/she is receiving benefits from one of the programs listed in C. above.
 2. Name of the program(s) from which they are receiving benefits.
 3. That he/she will notify the company if he/she no longer participates in the program(s) named in 1. preceding.
- E. A qualifying low-income customer shall receive the benefit of the Link-Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link-Up assistance was provided previously.

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27. SERVICE CHARGES - CONNECTIONS, MOVES AND CHANGES (Continued)

27.5 Drop Relocation Charges

27.5.1 General

For relocation of a drop (aerial or buried), when requested by the customer, the following charges are applicable in addition to appropriate Service Order Charges, Premises Visit, and Equipment Charges:

27.5.2 Rates

A. Aerial Drop Relocation – New Facilities

| | | |
|----|-----------------------------|----------|
| 1. | 0 – 100 Feet | \$130.00 |
| 2. | Cost Per Foot over 100 Feet | \$1.30 |

B. Aerial Drop Relocation – Movement of Existing Wire

| | | |
|----|-----------------------------|----------|
| 1. | 0 - 100 Feet | \$ 65.00 |
| 2. | Cost Per Foot over 100 Feet | \$.65 |

C. Buried Drop Placement – Plowed In

| | | |
|----|-----------------------------|----------|
| 1. | 0 - 100 Feet | \$210.00 |
| 2. | Cost Per Foot over 100 Feet | \$2.10 |

D. Buried Drop Placement – Customer Provided Trench

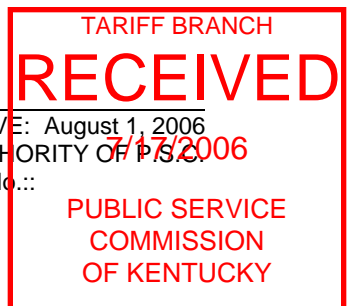
| | | |
|----|-----------------------------|----------|
| 1. | 0 – 100 Feet | \$175.00 |
| 2. | Cost Per Foot over 100 Feet | \$1.75 |

E. Buried Drop Placement – Driveway Bore (1)

| | | |
|----|----------------------------|----------|
| 1. | 0 – 10 Feet | \$120.00 |
| 2. | Cost Per Foot over 10 Feet | \$12.00 |

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Order No.:



28. MILEAGE CHARGES

28.1 Detached Extension Mileage

Below is the rate for a detached extension, per ¼ mile or fraction thereof, route mileage measurement for the dedicated facility required to provide the detached extension.

| | Monthly Rate |
|---|-----------------|
| A. Buildings on different premises - | |
| Minimum of one quarter mile | \$3.00 |
| Each additional quarter mile | .70 |
| B. Between buildings on the same premises - | |
| Minimum of one quarter mile | 3.00 |
| Each additional quarter mile | .70 |

28.2 Radio Program Channels (Local Loop and I.X.C. portion)

Terms, conditions and rates in the Windstream Kentucky West, Inc. Intrastate Access Services Tariff apply.

28.3 Local Loop Rental

The services described and rated in this Section provide a two-wire metallic circuit used only for alarm and metering type circuits. This type of circuit is also known as a dry pair. The design and physical makeup of this two-wire metallic service are neither available nor applicable for Analog or Data service.

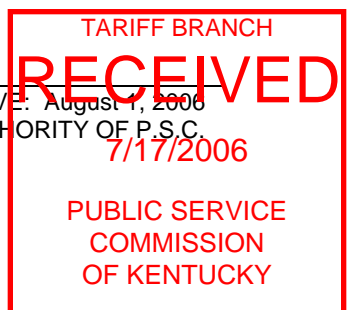
For Voice Grade, Program Audio, narrowband, wideband, Digital Data, high Capacity Private Line Services, or any optional features, conditioning, bridging and multiplexing, rates contained in the Windstream Kentucky West, Inc. Intrastate Access Service Tariff apply.

It is expressly declared that fully metallic facilities are in continually decreasing supply, and the Company is not obligated to continue to make such facilities available nor to furnish to existing customers.

The total mileage is the sum of the direct route mileage from each point to its serving central office, with fractional 1/4 miles treated as full 1/4 miles, for each two-point segment of distance.

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28. MILEAGE CHARGES (Continued)

28.3 Local Loop Rental (Continued)

The Telephone Company must be notified in advance in writing of the operating requirements of the requested loop. Should the requirements result in additional costs to provide the service, the additional cost will be incurred by the customer, as outlined in Section 10 and/or the rates in the Windstream Kentucky West, Inc. Access Services Tariff will apply.

Charges per cable pair:

| | <u>Monthly Rate</u> | <u>Service Charge</u> |
|------------------------|-------------------------|---------------------------|
| First ¼ mile | \$3.00 | Reg. Rate(1) |
| Each additional ¼ Mile | .70 | |

For each terminated segment where segments are permanently tied together, combined mileage applies.

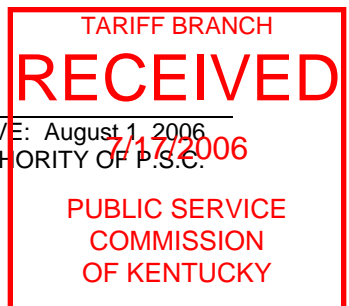
29. PUSH BUTTON DIALING SERVICE

29.1 General Regulations

Push button dialing service is provided as part of basic local telephone service at no additional charge.

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Shepherdsville, Kentucky

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Order No.::



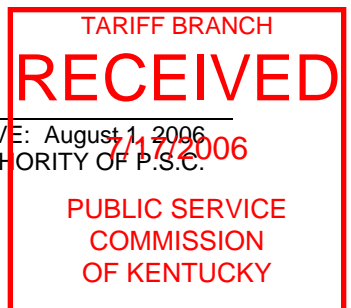
29. PUSH BUTTON DIALING SERVICE

29.1 General Regulations

Push button dialing service is provided as part of basic local telephone service at no additional charge.

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Order No.::



30. CALLING FEATURES

30.1 Custom Calling Service

30.1.1 General Regulations

Custom Calling Services are optional telephone service arrangements which provide one or more of the following features:

A. Call Waiting

Alerts a customer who is using his telephone that another caller is trying to reach him. Before a call is initiated the Call Waiting customer may, by dialing a code, activate the cancel feature and Call Waiting is then made inoperative on the first call initiated by the customer immediately following activation of the cancel feature. Call Waiting is restored automatically on termination of the call. During the time the cancel feature is activated, incoming callers receive a busy tone.

B. Call Forwarding

Permits a customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The Call Forwarding customer is responsible for the payment of charges for each call between his Call Forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards.

C. Three Way Calling

Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards.

D. Speed Calling

Enables a customer to place calls to other telephone numbers by dialing a one-digit code rather than the complete telephone number.

E. Warm Line *

Provides for a call to be automatically routed to a predetermined number when the telephone is placed in an offhook condition for a set time interval. During the time interval, the telephone can be used to make regular dialed calls if desired.

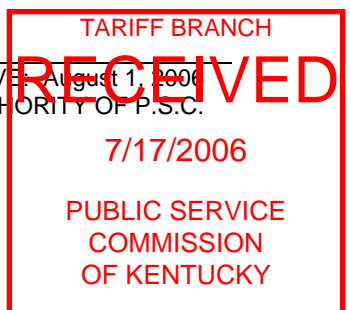
Custom Calling Services will be provided in connection with one-party residence and business service. Party line, P(A)BX, and coin telephone services are excluded.

The service will be furnished only at locations where adequate and suitable facilities are available.

* Warm Line is grandfathered and only available to existing customers at existing locations, as of September 11, 2003.

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30. CALLING FEATURES (Continued)

30.1 Custom Calling Service

30.1.1 General Regulations (continued)

F. Call Forward Busy Line

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to either a different subscriber's telephone number or a different telephone number for the same subscriber located on a different premises from the Call Forwarding Busy Line provisioned premises. The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order. Call Forwarding Busy Line shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line Service.

G. Call Forward Don't Answer

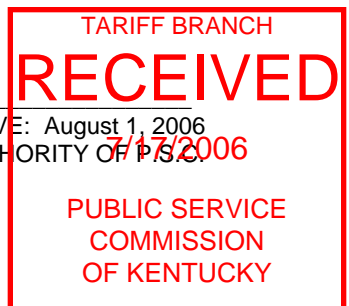
This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to telephone number and specified interval are preprogrammed at the time service is established and can only be changed via service order.

H. Disaster Assistance Plan

In the event that a natural disaster occurs in one of the Company's exchanges and destroys or partially destroys customers' premises, the Company may, at its sole discretion, elect to implement a Disaster Assistance Plan. Under the Plan, the Company may, for example, waive the installation fee and up to three months' recurring service charges for Call Forwarding, Call Forward Busy Line, Call Forward Don't Answer, Preferred Call Forwarding, Ring +, and/or other features the Company may deem appropriate. This plan will only be available to residential and business customers whose premises are damaged to the point they are considered unsafe, unsuitable, or uninhabitable. Charges will only be waived with respect to existing local exchange service accounts which are not partially or fully suspended at the time of the offer. Charges will not be waived on service established at a new location.

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30. CALLING FEATURES (Continued)

30.1 Custom Calling Service

30.1.2 Rates

The following rates and charges apply in addition to the established rates and charges for the service with which these features are associated.

| | <u>Monthly Rate</u> | | <u>Non-Recurring Charge</u> | |
|-----------------------------|---------------------|-----------------|-----------------------------|-----------------|
| | <u>Residence</u> | <u>Business</u> | <u>Residence</u> | <u>Business</u> |
| A. One Feature, per line | | | | |
| Call Waiting | \$2.50 | \$3.50 | (1) | (1) |
| Call Forwarding | 2.50 | 3.50 | (1) | (1) |
| Three-Way Calling | 2.50 | 3.50 | (1) | (1) |
| Speed Calling (8-Code) | 2.50 | 4.50 | (1) | (1) |
| Warm Line | 2.00 *** | 3.50 *** | (1) | (1) |
| Call Forward Busy Line | 1.00 | 1.50 | (1) | (1) |
| Call Forward Don't Answer | 1.00 | 1.50 | (1) | (1) |
| Speed Calling (30-Code) | 3.00 | 5.00 | (1) | (1) |
| B. Two Features, each (2) | | | | |
| Call Waiting | \$2.00 * | \$2.85 ** | (1) | (1) |
| Call Forwarding | 2.00 * | 2.85 ** | (1) | (1) |
| Three-Way Calling | 2.00 * | 2.85 ** | (1) | (1) |
| Speed Calling (8-Code) | 2.00 * | 3.65 ** | (1) | (1) |
| Warm Line | 2.00 * | 3.50 ** | (1) | (1) |
| Call Forward Busy Line | 1.00 * | 1.50 ** | (1) | (1) |
| Call Forward Don't Answer | 1.00 * | 1.50 ** | (1) | (1) |
| C. Three Features, each (3) | | | | |
| Call Waiting | \$1.80 * | \$2.65 ** | (1) | (1) |
| Call Forwarding | 1.80 * | 2.65 ** | (1) | (1) |
| Three-Way Calling | 1.80 * | 2.65 ** | (1) | (1) |
| Speed Calling (8-Code) | 1.80 * | 3.45 ** | (1) | (1) |
| Warm Line | 2.00 * | 3.50 ** | (1) | (1) |
| Call Forward Busy Line | 1.00 * | 1.50 ** | (1) | (1) |
| Call Forward Don't Answer | 1.00 * | 1.50 ** | (1) | (1) |
| D. Four Features, each (4) | | | | |
| Call Waiting | \$1.75 * | \$2.40 ** | (1) | (1) |
| Call Forwarding | 1.75 * | 2.40 ** | (1) | (1) |
| Three-Way Calling | 1.75 * | 2.40 ** | (1) | (1) |
| Speed Calling (8-Code) | 1.75 * | 3.30 ** | (1) | (1) |
| Warm Line | 2.00 * | 3.50 ** | (1) | (1) |
| Call Forward Busy Line | 1.00 * | 1.50 ** | (1) | (1) |
| Call Forward Don't Answer | 1.00 * | 1.50 ** | (1) | (1) |

* These services are available to existing customers at existing locations as of January 15, 1997.

** These services are available to existing customers at existing locations as of September 19, 2001.

*** This service is grandfathered and only available to existing customers at existing locations as of September 8, 2003.

(1) The appropriate service order charge as indicated in Section 27.3 applies.

(3) When three features are ordered on each business line, the combined rates on the "three features" line apply.

(4) When four features are ordered on each business line, the combined rates on the "four features" line apply.

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30. CALLING FEATURES (Continued)

30.1 Custom Calling Service

30.1.3 Business Custom Calling Packages
(A service order charge applies as found in Section 4.)

Monthly Rates

- | | | | |
|---|--|--|--|
| a. <u>Basic Caller ID Package</u> – Includes all Anchored Features and two of five Non-Anchored Optional Features. | \$9.95 | | |
| <table border="0"><tr><td style="vertical-align: top;"><u>Anchored Features</u> Caller ID Deluxe Call Waiting Enhanced Call Waiting</td><td style="vertical-align: top;"><u>Non-Anchored Optional Features</u> Call Forwarding 3-Way Calling Call Return Speed Dial 8 Repeat Dial</td></tr></table> | <u>Anchored Features</u> Caller ID Deluxe Call Waiting Enhanced Call Waiting | <u>Non-Anchored Optional Features</u> Call Forwarding 3-Way Calling Call Return Speed Dial 8 Repeat Dial | |
| <u>Anchored Features</u> Caller ID Deluxe Call Waiting Enhanced Call Waiting | <u>Non-Anchored Optional Features</u> Call Forwarding 3-Way Calling Call Return Speed Dial 8 Repeat Dial | | |
| b. <u>Caller ID Premium Package</u> – Includes all Anchored Features and four of seven Non-Anchored Optional Features. | \$14.95 | | |
| <table border="0"><tr><td style="vertical-align: top;"><u>Anchored Features</u> Caller ID Deluxe Call Waiting Enhanced Call Waiting</td><td style="vertical-align: top;"><u>Non-Anchored Optional Features</u> Anonymous Call Rejection Call Forwarding 3-Way Calling Call Return Speed Dial 30 Repeat Dial Caller ID on Call Waiting</td></tr></table> | <u>Anchored Features</u> Caller ID Deluxe Call Waiting Enhanced Call Waiting | <u>Non-Anchored Optional Features</u> Anonymous Call Rejection Call Forwarding 3-Way Calling Call Return Speed Dial 30 Repeat Dial Caller ID on Call Waiting | |
| <u>Anchored Features</u> Caller ID Deluxe Call Waiting Enhanced Call Waiting | <u>Non-Anchored Optional Features</u> Anonymous Call Rejection Call Forwarding 3-Way Calling Call Return Speed Dial 30 Repeat Dial Caller ID on Call Waiting | | |
| c. <u>Caller ID Ultimate Package</u> – Includes all Anchored Features and six of eleven Non-Anchored Optional Features. | \$19.95 | | |
| <table border="0"><tr><td style="vertical-align: top;"><u>Anchored Features</u> Caller ID Deluxe Call Waiting Enhanced Call Waiting Basic Voice Mail *</td><td style="vertical-align: top;"><u>Non-Anchored Optional Features</u> Call Forwarding 3-Way Calling Call Return Speed Dial 30 Repeat Dial Caller ID on Call Waiting Selective Call Acceptance Selective Call Rejection Anonymous Call Rejection Call Selector Preferred Call Forwarding</td></tr></table> | <u>Anchored Features</u> Caller ID Deluxe Call Waiting Enhanced Call Waiting Basic Voice Mail * | <u>Non-Anchored Optional Features</u> Call Forwarding 3-Way Calling Call Return Speed Dial 30 Repeat Dial Caller ID on Call Waiting Selective Call Acceptance Selective Call Rejection Anonymous Call Rejection Call Selector Preferred Call Forwarding | |
| <u>Anchored Features</u> Caller ID Deluxe Call Waiting Enhanced Call Waiting Basic Voice Mail * | <u>Non-Anchored Optional Features</u> Call Forwarding 3-Way Calling Call Return Speed Dial 30 Repeat Dial Caller ID on Call Waiting Selective Call Acceptance Selective Call Rejection Anonymous Call Rejection Call Selector Preferred Call Forwarding | | |

* Basic voice mail is a non-regulated service. Basic voice mail includes Call Forward Busy, Call Forward No Answer, and Stutter Dial Tone at no additional charge. Subscribers to the Caller ID Ultimate Package will also receive the three additional features free of charge.

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30. CALLING FEATURES

30.2 RING+

30.2.1 General

RING+ service will enable a subscriber to have up to four telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two, three or four separate telephone numbers without having additional lines. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting service.

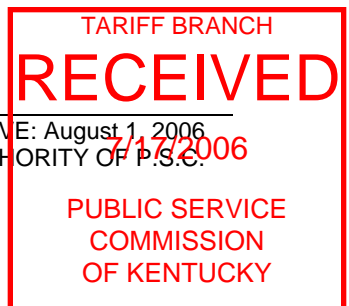
RING+ service is offered in the following format. RING+ I consists of one additional telephone number associated with a single line. RING+ II consists of two additional telephone numbers associated with a single line. RING+ III consists of three additional telephone numbers associated with a single line.

30.2.2 Regulators

- a. This service is available to individual line residence and business customers.
- b. The service is not compatible with Windstream Digital Centrex (ADC) service, PBX trunk service, intercompany foreign exchange service, or with access lines terminating in customer premises switching or key equipment. RING+ service may not be compatible with all types of customer provided telephone equipment.
- c. RING+ service is provided subject to the availability of facilities. Additionally, RING+ II and RING+ III may not be available in all central offices equipped to provide RING+ I service.
- d. In addition to the rates shown in Section 30.2.3, a directory listing charge is applicable. Listings for RING+ service are subject to regulations specified in Section 32 for directory listings and will be charged for at the regular rate for each additional number subscribed to. Other listings will also be provided under the terms and conditions described in Section 32 of this tariff.
- e. All telephone numbers associated with a line equipped with RING+ service must originate from the same central office switching is activated.
- f. When establishing RING+ service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated:
 1. All telephone numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
 2. The main telephone number only will be forwarded when Call Forwarding is activated. The additional RING+ service numbers will continue to ring and may be answered at the subscriber's premises.

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30. CALLING FEATURES

30.2 RING+(Continued)

30.2.2 Regulators (Continued)

- g. No initial or subsequent service order charges apply to Ring + Service.
- h. This tariff sets forth the minimum, maximum and current rates for RING+ Service as described in 30.2.3. The minimum and maximum levels provide the range within which rates for this service may be established, upon Commission approval and notice to existing subscribers.

30.2.3 Rates

| | | <u>Monthly Rate¹</u> | | |
|-----|---|---------------------------------|----------------|----------------|
| | | <u>Minimum</u> | <u>Maximum</u> | <u>Current</u> |
| a. | Residence | | | |
| 1. | RING+ | | | |
| (a) | One additional telephone number with distinctive ringing, per line | \$1.50 | \$5.00 | \$2.00 |
| 2. | RING+ II | | | |
| (a) | First additional telephone number with distinctive ringing, per line | \$2.50 | \$6.00 | \$3.75 |
| (b) | Second additional telephone number with distinctive ringing per line ¹ | \$3.50 | \$8.00 | \$5.25 |
| 3. | RING+ III | | | |
| (a) | First additional telephone number with distinctive ringing, per line- | | | |
| (b) | Second additional telephone number with distinctive ringing per line ¹ - | | | |
| (c) | Third additional telephone number with distinctive ringing per line ¹ - | | | |

Note 1: Must be ordered with first additional telephone number

Note 2: Per Section 30.2.2d a directory listing charge applies in addition to these rates.

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30. CALLING FEATURES

30.2 RING+ (Continued)

30.2.3 Rates (Continued)

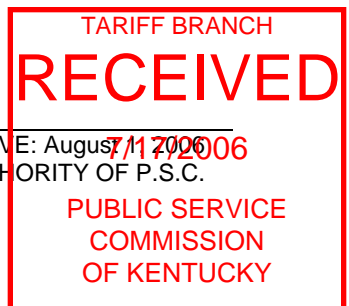
| | | <u>Monthly Rate¹</u> | | <u>Current</u> |
|----|---|---------------------------------|----------------|----------------|
| | | <u>Minimum</u> | <u>Maximum</u> | |
| a. | Business | | | |
| | RING+ | | | |
| | a) One additional telephone number with distinctive ringing, per line | \$2.00 | \$7.00 | \$3.00 |
| 2. | RING+ II | | | |
| | (a) First additional telephone number with distinctive ringing, per line | \$4.50 | \$8.00 | \$5.75 |
| | (b) Second additional telephone number with distinctive ringing per line ¹ | - | - | - |
| 3. | RING+ III | | | |
| | (a) First additional telephone number with distinctive ringing, per line | \$6.50 | \$11.00 | \$8.25 |
| | (b) Second additional telephone number with distinctive ringing per line ¹ | - | - | - |
| | (c) Third additional telephone number with distinctive ringing per line ¹ | - | - | - |

Note 1: Must be ordered with first additional telephone number

Note 2: Per Section 30.2.2d a directory listing charge applies in addition to these rates.

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30. CALLING FEATURES

30.3 CLASS SERVICE

30.3.1 Applications

CLASS Service is a group of central office call management features offered in addition to basic telephone service. CLASS Service consists of the following features:

30.3.2 Definitions of Feature Offerings

a. Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. When the customer dials a code, the number of the last caller is announced, unless the telephone number of the last incoming call was blocked via per call or per line blocking, or unless the last call was placed from an exchange that is not capable of transmitting the number. The customer can then dial another code to have the network return the call.

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next 30 minutes, both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

b. Repeat Dialing

Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

c. Call Tracing

Call Tracing enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the appropriate local law enforcement agency for further action. The customer is not provided the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Only calls from within the same CLASS Service capable area are traceable using Call Tracing. This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

If the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.



30. CUSTOM CALLING SERVICES

30.3 CLASS SERVICE (cont'd)

30.3.2 Definitions of Feature Offerings (cont'd)

d. Call Selector

Call Selector provides a distinctive ringing pattern to the subscribing customer for calls received from specific telephone numbers.

The customer creates a screening list of telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern (short, long, short). Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer subscribes to Call Waiting and a call is received from a telephone number on the Call Selector screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Call Selector screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Selective Call Rejection list, the call will be blocked.

A customer's line will not produce a distinctive alert if the calling line is not referenced to and originated by the main telephone number or a Telephone Number identified number that represents all the lines in a collection of lines, such as multi-line hunt groups.

e. Preferred Call Forwarding

Preferred Call Forwarding allows the customer to transfer selected calls to another telephone number. A screening list of numbers is created by the customer and placed in the network memory via an interactive dialing sequence. Subsequently, calls are forwarded to the Call Forwarding telephone number only if the calling number can be obtained and is found to match a number on the screening list.

If the customer also subscribes to Selective Call Rejection and same telephone number is entered on both screening lists, the Selective Call Rejection feature must be deactivated to allow the call to forward.

This feature will not work if the calling line is not referenced to and originated by the main telephone number or a Telephone Number identified number that represents all the lines in a collection of lines such as multi-line hunt groups.



30. CUSTOM CALLING SERVICES

30.3 CLASS SERVICE (cont'd)

30.3.2 Definitions of Feature Offerings (cont'd)

f. Selective Call Rejection

This feature provides the customer the ability to prevent incoming calls from specified telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Selective Call Rejection will take precedence.

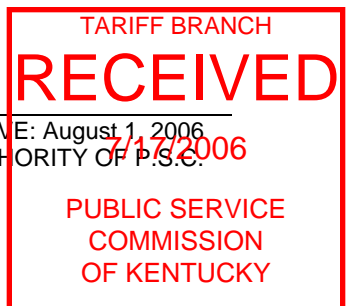
This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group, or is Telephone Number identified.

g. Selective Call Accept

This feature provides the customer the ability to screen incoming calls against a list of subscriber-specified directory numbers and then accepts any calls only from those specified directory numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be accepted. When a call is placed to the customer's number from a number not on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group, or is Telephone Number identified.



30. CUSTOM CALLING SERVICES

30.3.2 CLASS SERVICE (cont'd)

30.3.2 Definitions of Feature Offerings (cont'd)

h. Caller ID

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability or responsibility with respect to the compatibility of customer's equipment, its performance, or its ability to provide the service.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.

The delivery of the calling party's name and number is provided by a third party provider.

As the information contained in the third party's database may not be up to date and accurate, Kentucky Windstream, Inc. shall not be responsible for and makes no representation with respect to the content of the information received or transmitted.

Caller ID is not available on operator handled calls.

i. Calling Number/Name Delivery Blocking - Permanent

This feature is only available to law enforcement and crisis intervention agencies as described in Section 30.3.3(f). Calling Number/Name Delivery Blocking - Permanent enables the customer to prevent the transmission of their Directory Number and Name on all outgoing calls placed from the customer's line. Calling Number/Name Delivery Blocking - Permanent is in operation on a continuous basis. A service order is required to establish or remove this feature.

If the preassigned access code for Calling Number/Name Delivery Blocking - Per Call is dialed on a line that is provisioned with Calling Number/Name Delivery Blocking - Permanent, the Directory Number and Name may be delivered.

Call Number/Name Delivery Blocking - Permanent is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call.

j. Calling Number/Name Delivery Blocking - Per Call

This feature allows a customer to temporarily prevent the transmission of that customer's directory number and name thus control its availability to the called party.

The transmission of the Directory Number and Name can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and Name. Per call blocking is provided free of charge to all customers without presubscription in all exchanges in which Caller ID and Call ID - Deluxe service is to be offered.



30. CUSTOM CALLING SERVICES

30.3.2 CLASS SERVICE (cont'd)

30.3.2 Definitions of Feature Offerings (cont'd)

k. Caller ID - Deluxe

This feature enables the terminating customer to view on a display unit the Directory Name of the calling party in addition to the Directory Number.

When Caller ID - Deluxe is activated on a customer's line, the Directory Name and Number of incoming calls are displayed on the terminating CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID - Deluxe will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability or responsibility with respect to the compatibility of customer's equipment, its performance, or its ability to provide the service.

The Calling Name/Number will not be displayed if the caller is served by a PBX.

The Calling Name/Number will not be displayed if the called party is off-hook.

The Calling Name/Number will be displayed for calls made from another central office only if it is linked by appropriate facilities.

If the incoming call originates from a multi-line hunt group, the Directory Name/Number transmitted will always be the main number's Directory Name/Number.

Calls originating from a public, semi-public or customer-owned pay telephone will always transmit the name information as "Pay-Phone".

The delivery of the calling party's name and number is provided by a third party provider. As the information contained in the third party's database may not be up to date and accurate, Windstream Kentucky West, Inc. shall not be responsible for and makes no representation with respect to the content of the information received or transmitted.

I. Anonymous Call Rejection

Anonymous Call Rejection allows customers to automatically reject all calls that have been marked anonymous (activated CPN blocking) by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

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30. CUSTOM CALLING SERVICES

30.3.2 CLASS SERVICE (cont'd)

30.3.2 Definitions of Feature Offerings (cont'd)

13. Caller ID on Call Waiting

This feature enables the customer to view on a display unit, the calling party Directory Number or Directory Name and Number on incoming telephone calls when the subscriber's line is in use. The date and time of the call is also transmitted to the customer. A maximum of 15 characters is allowed for the transmission of the calling party Directory Name.

When the Caller ID on Call Waiting customer's line is in use, the Directory Number or Directory Name and Number of the line that originated the incoming call and the date and time of the call will be displayed on the called CPE following the waiting call alerting tone. The called party has the following options for disposition of the incoming call:

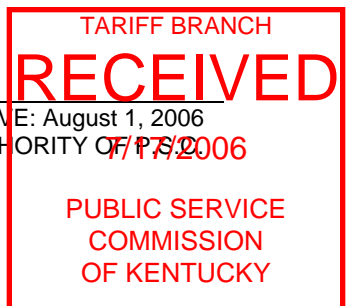
- Answer the waiting call while placing the original call on hold,
- Alternate between the waiting call and the original call, and
- Ignore the call

Customers subscribing to Caller ID on Call Waiting must also subscribe to Call Waiting, and either Caller ID or Caller ID Deluxe. When subscribing to Caller ID on Call Waiting along with Caller ID, customers will be able to view the calling party Directory Number on incoming calls when the subscriber's line is in use. When subscribing to Caller ID on Call Waiting along with Caller ID Deluxe, customers will be able to view the calling party Directory Name and Number on incoming calls when the subscriber's line is in use.

Any customer subscribing to Caller ID on Call Waiting will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

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30. CUSTOM CALLING SERVICES

30.3. CLASS SERVICE (cont'd)

30.3.3 Regulations and Limitations of Service

The following limitations apply:

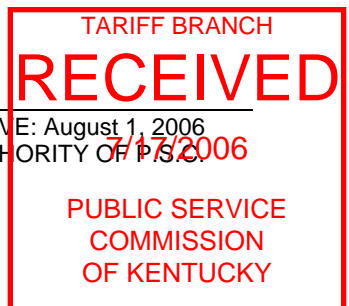
- a. CLASS Service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within CLASS service equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies. Also, feature screening lists can only contain telephone numbers of subscribers served out of CLASS Service capable offices.
- b. The service is available to all single party customers who have rotary dial or Tel-Touch service.
- c. The service will not work on an originating basis with party-line service, Toll Terminals or some Remote Switching Locations.
- d. The appropriate service order charge as indicated in Section 27.3 applies.
- e. The Company will deliver all numbers and names, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service as described in Section 32.1 of this tariff.
- f. Calling Number/Name Delivery Blocking - Permanent is only available to law enforcement and crisis intervention agencies, at no charge, as follows:
 1. The agency should establish that its business is law enforcement or one which the divulgence of identities over the telephone could cause serious personal or physical harm to its employees or clients, such as a domestic violence intervention agency and;
 2. The agency should establish that the forwarding of numbers and names through Caller ID and Caller ID - Deluxe would seriously impair or prevent it from performing its business and;
 3. The agency should establish that no reasonable offering by the Company, other than blocking, will protect its desired anonymity.

The head of the agency must submit written certification on official letterhead to local Company management citing the need for blocking when the aforementioned conditions are met. The Company's limits of liability are described in Section 2.2 of this Tariff.
- g. Telephone numbers and names transmitted via Caller ID and Caller ID - Deluxe are intended solely for the use of the Caller ID and Caller ID - Deluxe subscriber. Resale of this information is prohibited.
- h. Caller ID, Caller ID - Deluxe and Call Tracing are not available on operator handled calls.
- i. Anonymous Call Rejection will not work in conjunction with Call Forwarding, Call Waiting, Call Selector, Selective Call Rejection and Selective Call Accept Services.

Anonymous Call Rejection usage is limited when assigned to hunting lines, or lines that when busy will "roll" an incoming call to another line.

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30. CUSTOM CALLING SERVICES

30.3. CLASS SERVICE (cont'd)

30.3.5 Rates and Charges

The following monthly rates apply to CLASS Services and are in addition to the rates and charges applicable to the associated service.

a. Residence - Single or First Service Features Per Line

| | <u>Monthly Rate</u> | <u>S&E Code</u> |
|---------------------------|-------------------------|-------------------------|
| Call Return | \$4.00 | CRRF |
| Repeat Dialing | 4.00 | RDRF |
| Call Tracing | 4.00 | CTRF |
| Call Selector | 4.00 | CSRF |
| Preferred Call Forward | 4.00 | PFRF |
| Selective Call Rejection | 4.00 | SRRF |
| Selective Call Accept | 4.00 | SARF |
| Caller ID | 5.00 | IDRF |
| Calling Number Delivery | | |
| Blocking - Permanent | - | LBRF |
| Caller ID - Deluxe | 6.50 | |
| Anonymous Call Rejection | 1.50 | ACCR |
| Caller ID on Call Waiting | 1.00 | SCWDR |

Note: A Customer who subscribes to any Custom Calling Feature (CCF) will be charged the additional service feature rate for the first CLASS feature they subscribe to rather than the single or first service feature rate. This does not apply to Caller ID, Caller ID - Deluxe, Anonymous Call Rejection and Call Tracing service. A Customer who subscribes to Caller ID, Caller ID - Deluxe, Anonymous Call Rejection and/or Call Tracing will be charged the single or first service feature rate.

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30. CUSTOM CALLING SERVICES

30.3 CLASS SERVICE (cont'd)

13.3.4 Rates and Charges (cont'd)

b. * Residence - Additional Service Features (Second and Subsequent Features) Per Line

| | Monthly <u>Rate</u> | S&E <u>Code</u> |
|---------------------------|------------------------|--------------------|
| Call Return | \$3.00 | CRRA |
| Repeat Dialing | 3.00 | RDRA |
| Call Tracing | 4.00 | CTRF |
| Call Selector | 3.00 | CSRA |
| Preferred Call Forward | 3.00 | PFRA |
| Selective Call Rejection | 3.00 | SRRA |
| Selective Call Accept | 3.00 | SARA |
| Caller ID | 5.00 | IDRF |
| Calling Number Delivery | | |
| Blocking - Permanent | - | LBRF |
| Caller ID - Deluxe | 6.50 | |
| Anonymous Call Rejection | 1.50 | ACCR |
| Caller ID on Call Waiting | 1.00 | SCWDR |

c. Residence Package

Monthly Rate

1. * Windstream Easy Call Package
Call Forwarding, Call Waiting, Cancel Call Waiting,
3-way Calling and Speed 8 \$4.95
2. * Windstream Caller ID Basic \$6.95
Caller ID Deluxe, Call Waiting,
Caller ID on Call Waiting
3. Windstream Caller ID Package
Caller ID Deluxe, Call Waiting, Caller ID on Call
Waiting and Call Return \$11.95
4. * Windstream Complete Package
Caller ID Deluxe, Call Waiting, Caller ID on Call Waiting,
3-way Calling, Call Selector, Call Forwarding, Repeat Dial,
Call Return, Preferred Call Forward, Selective Call
Rejection, and Speed 30 \$14.95

* These services are grandfathered and are only available to existing customers at existing locations.

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30. CUSTOM CALLING SERVICES

30.3 CLASS SERVICE (cont'd)

30.3.4 Rates and Charges (cont'd)

c. Residence Package, Continued

Monthly Rates

5. Windstream Feature Select

Includes all Anchored Features and five of
the Non-Anchored Optional Features.

\$15.95

Anchored Features

Caller ID Deluxe
Enhanced Call Waiting

Non-Anchored Optional Features

Caller ID on Call Waiting
Call Forwarding
Preferred Call Forwarding
3-Way Calling
Call Return
Speed Dial 30
Repeat Dial
Selective Call Rejection
Selective Call Acceptance
Call Selector
Voice Mail Link and
Basic Voicemail⁽¹⁾ with up to 4
Sub-mail boxes

6. Essentials Package

Caller ID Deluxe
Enhanced Call Waiting
Caller ID on Call Waiting
Selective Call Rejection
Selective Call Acceptance
Preferred Call Forwarding
Anonymous Call Rejection

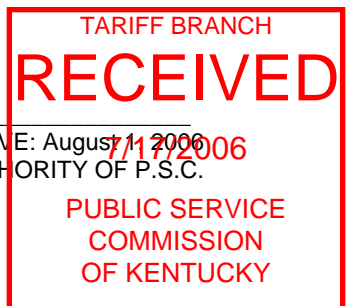
\$15.95

Call Forwarding
Call Return
Repeat Dial
3-Way Calling
Speed Calling 30
Call Selector

(1) Voicemail and sub-mailboxes are non-regulated services and are offered, where available.

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30. CUSTOM CALLING SERVICES

30.3 CLASS SERVICE (cont'd)

30.3.4 Rates and Charges (cont'd)

d. Business - Single or First Service Features Per Line

| | <u>Monthly Rate</u> | <u>S&E Code</u> |
|---------------------------|-------------------------|-------------------------|
| Call Return | \$4.50 | CRBF |
| Repeat Dialing | 4.50 | RDBF |
| Call Tracing | 5.00 | CTBF |
| Call Selector | 4.50 | CSBF |
| Preferred Call Forward | 4.50 | PFBF |
| Selective Call Rejection | 4.50 | SRBI |
| Selective Call Accept | 4.50 | SABF |
| Caller ID | 7.00 | IDBF |
| Calling Number Delivery | | |
| Blocking - Permanent | - | LBBF |
| Caller ID - Deluxe | 8.50 | |
| Anonymous Call Rejection | 2.00 | ACCB |
| Caller ID on Call Waiting | 1.50 | SCWDB |

Note: A Customer who subscribes to any Custom Calling Feature (CCF) will be charged the additional service feature rate for the first CLASS feature they subscribe to rather than the single or first service feature rate. This does not apply to Caller ID, Caller ID-Deluxe, Anonymous Call Rejection and Call Tracing service. A Customer who subscribes to Caller ID, Caller ID-Deluxe, Anonymous Call Rejection and/or Call Tracing will be charged the single or first service feature rate.

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COMMISSION
OF KENTUCKY



30. CUSTOM CALLING SERVICES

30.3 CLASS SERVICE (cont'd)

30.3.4 Rates and Charges (cont'd)

e. Business - Additional Service Features (Additional and subsequent features)
Per Line

| | Monthly Rate | S&E Code |
|---------------------------|-----------------|-------------|
| Call Return | \$3.50 | CRBA |
| Repeat Dialing | 3.50 | RDBA |
| Call Tracing | 5.00 | CTBF |
| Call Select | 3.50 | CSBA |
| Preferred Call Forward | 3.50 | PFBA |
| Selective Call Rejection | 3.50 | SRBA |
| Selective Call Accept | 3.50 | SABA |
| Caller ID | 7.00 | IDBF |
| Calling Number Delivery | | |
| Blocking - Permanent | - | LBBF |
| Caller ID - Deluxe | 8.50 | |
| Anonymous Call Rejection | 2.00 | ACCB |
| Caller ID on Call Waiting | 1.50 | SCWDB |

Note: A Customer who subscribes to any Custom Calling Feature (CCF) will be charged the additional service feature rate for the first CLASS feature they subscribe to rather than the single or first service feature rate. This does not apply to Caller ID, Caller ID-Deluxe, Anonymous Call Rejection and Call Tracing service. A Customer who subscribes to Caller ID, Caller ID-Deluxe, Anonymous Call Rejection and/or Call Tracing will be charged the single or first service feature rate.

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30. CALLING FEATURES

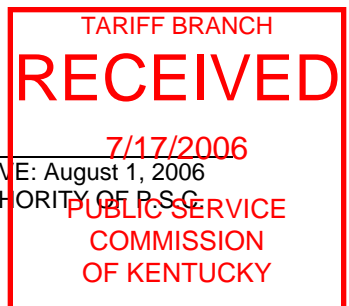
30.4 Remote Call Forwarding Service

a. General

Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number that is forwarded automatically by the Company's central office equipment to the customer's terminating central office line in the same exchange or a different exchange.

b. Regulations

- (1) RCF service is offered in central offices where facilities permit.
- (2) RCF service is a central office service that, if the customer desires that the terminating number be changed, requires the Company to make number changes.
- (3) Remote Call Forwarding is not offered where the terminating number is a coin telephone.
- (4) Identification of the originating telephone number is not provided to the Remote Call Forwarding customer.
- (5) Since the grade of transmission on calls which are remote call forwarded may vary, depending upon the location of the calling party in relation to the terminating station, the Company cannot guarantee transmission on forwarded calls
- (6) Remote Call Forwarding is not represented as suitable for the transmission of data.
- (7) The central office line on which the remote call terminates may not be equipped with call forwarding or RCF.
- (8) RCF is provided on condition that the customer subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF customer without interfering with or impairing any other services offered by the Telephone Company. In the event that the use of RCF causes impairment, disruption or deterioration, the Company shall have the right to discontinue such service without prior notification to the customer.
- (9) The minimum charge for the RCF service is the applicable one-party business rate for one month plus the Service Connection Charge.
- (10) Charges for the call to the RCF originating directory number shall be paid by the calling party.
- (11) Each RCF is entitled to one alphabetical and one classified listing at no additional charge in the directory which serves the associated RCF central offices. (Overflow paths associated with foreign exchange trunk groups are not listed.) All other listing regulations for business individual lines apply, except that no charge applies for non-published service in connection with RCF. Additional listings may be obtained as described in Section 5 of this tariff.
- (12) Installation, changes, and reprogramming of the Central Office forwarding phone numbers will be performed by the Telephone Company per customer service order request and will be charged the appropriate service charges per Section 27 of this tariff.



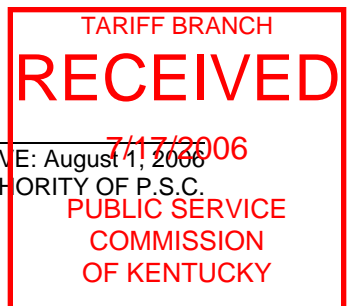
30. CALLING FEATURES

30.4 Remote Call Forwarding Service (cont'd)

c. Rates

| | <u>Monthly Rate</u> | <u>Service Connection Charges</u> |
|---|--|---|
| (1) Remote Call Forwarding, each path | Applicable One Party Business Rate (See Section 25) | Service Order and C. O. Charge (See Sec. 27) |
| (2) Rearrangement and Changes | | |
| (a) Change of telephone number to which calls are forwarded, per occasion | | Service Order and C.O. Charge (See Section 27) |
| (b) Change of directory listing, per occasion | | Service Order Charge (See Sec. 27) |
| (3) In addition, the subscriber to Remote Call Forwarding is responsible for dial type (DDD) station-to-station local and toll charges applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. | | |

The portion of the call from the originating station to the call forwarding location
will be billed to the originating station based upon the regularly applicable tariff
charge for the type of call involved.



30. CALLING FEATURES

30.5 Custom Calling Local Area Signaling Service - Per Use

30.5.1 General

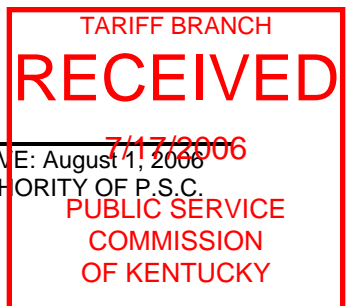
- A. The services listed below are offered on a per usage basis to residence and business customers in exchanges with equipped properly central offices and are subject to the limitations for each service in Section 30 of this tariff. If customers subscribe to these services on a monthly basis as described and rated in other subsections of this section of the tariff, unlimited access is provided with no additional charge for each activation. If facilities permit, the features listed below may be utilized on a non-subscription basis with a per use charge for each activation.
- B. Custom Calling Local Area Signaling Service - Per Use will be offered free of charge for up to thirty days after facilities, which allow these services to be offered, are added.
- C. Blocking of Per Use Custom Calling Services is offered to customers at no charge. This blocking option, once activated, does not allow Per Use Custom Calling Services to be activated on a line.
- D. The services listed below are being offered with a cap on the total charge for any one Per Use Custom Calling Service per line for one billing month, with the exception of Call Tracing Service.

30.5.2 Rates

| <u>Per Use Features</u> | <u>Per Use Rate</u> | <u>Maximum Monthly Per Use Charge</u> |
|-----------------------------|-------------------------|---|
| Call Return | \$0.75 | \$6.00 |
| Repeat Dialing | 0.75 | 6.00 |
| Three Way Calling | 0.75 | 6.00 |
| Call Forwarding | 0.75 | 6.00 |

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31. DIRECT INWARD DIALING (DID) SERVICE

31.1 General Regulations

- a. DID Service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and will be furnished from the central office which regularly serves the area in which the customer is located.
- b. The charges for this service, as provided in 31.2, are in addition to all applicable charges in this tariff for the services and equipment with which this offering is associated.
- c. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.
- d. The service must be provided on all trunks in a group arranged for inward service. Each trunk group shall be considered a separate service. Grouping Service will not be provided between separate trunk groups.
- e. Facilities and operational characteristics of interface signals between the Company-provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- f. One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Section 32 of this Tariff.
- g. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.
- h. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block consecutive to any other number block. The Company will be responsible for interception and administration of reserved numbers.

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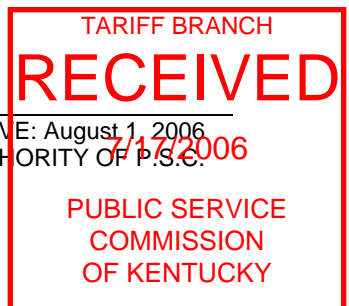
31. DIRECT INWARD DIALING (DID) SERVICE (continued)

31.1 General (continued)

- i. Directory listings will be provided in accordance with the regulations of Section 32 of this Tariff for PBX trunks. DID numbers furnished herein are not entitled to directory listings without charge. Where clients of a subscriber to DID service have no local exchange service but want to list one of these numbers, "Extra Listing Charges" in Section 32 of this Tariff, will be applicable.
- j. All switching systems providing this service must be arranged to provide for the intercepting of reserved, idle and/or unassigned station numbers.
 - 1. Calls to vacant, non-working and reserved numbers will be routed to the Customer Premises Equipment for handling. On incoming calls from the network to invalid numbers or restricted stations in DID equipped Customer Premises Equipment only two methods of intercept are acceptable: Attendant or Recorded Announcement. Due to the network irregularities that can be caused, no form of tone intercept is permitted.
- k. At the discretion of the Company, subject to operating limits and the availability of facilities, DID service may be provided outside the customer's normal serving central office. Where a DID trunk group is served from a central office other than the customer's normal serving central office, the appropriate mileage rates for Foreign Exchange or Foreign Central Office service, per DID trunk will apply.
- l. In addition to the rates and charges specified in 31.2, appropriate service connection, move and change charges are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service.
- m. Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID service and changes the type of customer premises switching equipment.
 - 1. The customer must maintain at least the same level of DID service requirements.
 - 2. The replacing customer premises equipment must be served by the same central office as the existing customer premises equipment.
 - 3. Central office switching equipment additions or modifications must not be required in order to provide DID service to the replacing customer premises switching equipment.
 - 4. Rates and charges are applicable to additional DID service requirements which exceed the customer's existing level of DID arrangements.

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31. DIRECT INWARD DIALING (DID) SERVICE (continued)

31.2 Rates and Charges

a. Central Office Components

1. Direct-Inward Dialing (DID) Service*

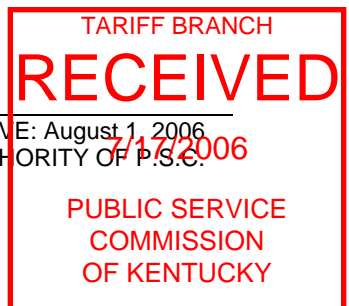
| | <u>Installation Charges</u> | <u>ASOC</u> | <u>Monthly Rate</u> |
|--|---------------------------------|-------------|-------------------------|
| a. Establish trunk group and provide first group of 20 DID numbers | \$915.00 | DID5 | \$4.00 |
| b. Each additional group of 20 DID numbers | 15.00 | DID6 | 4.00 |
| c. DID Trunk Termination, each** | 90.00 | DIDI | 40.00 |

* The following rates and charges also apply to blocks of reserved telephone numbers.

** In addition to the rates and charges for the DID Trunk Termination, rates and charges for Flat Rate Inward PBX Trunks as specified in Section 25.1.B of this Tariff apply as appropriate.

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32. DIRECTORY LISTINGS

32.1 General Regulations

Directory listing regulations apply only to listings that appear in the alphabetical section of the telephone directory containing the regular alphabetical list of names of customers and joint users.

One (1) listing is furnished without charge to each customer or joint user service subscriber in conformity to the Telephone Company's practices with respect to its directories. Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished only as an aid to the use of the telephone service facilities and the Telephone Company reserves the right to refuse to insert any listing in its directories which does not facilitate telephone service.

The length of any listing is normally limited to one line by the use of abbreviations when the clearness of the listing and the identification of the customer are not impaired thereby. When more than one line is required to properly list the customer, no additional charge is made.

The Telephone Company, in accepting listings as prescribed by subscribers or prospective subscribers, will not be a party to controversies between subscribers as a result of the publication of such listings in its directories.

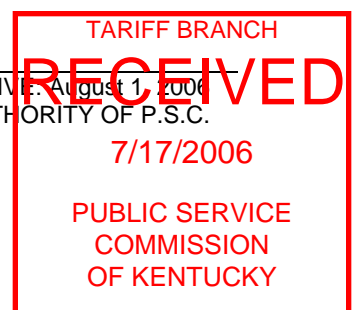
The Telephone Company will refuse to list in the alphabetical section of the telephone directory, any listing which does not constitute a legally authorized and adopted name; and/or, any name which is likely to mislead or deceive the public as to the identity of the customer; or which is inserted for advertising purposes; or which is more elaborate than is reasonably necessary to identify the customer. The Telephone Company will withdraw any listing which is found to violate the above rule.

When a customer contracts for more than one individual line of the same class of service and at the same location, consecutive telephone numbers may be assigned to such lines; and in such cases, only one listing is provided without charge.

Upon written request, (Service Order), a customer's listing may be omitted from both the telephone directory and the Telephone Company's information records. Connections with such non-published stations may be completed only when requested by telephone number, or in case of extreme emergency when such emergency is stated by the calling party. A charge of \$3.50 per month applies for each non-published number.

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32. DIRECTORY LISTINGS (Continued)

32.1 General Regulations (Continued)

The following criteria apply in regard to the release of non-published numbers to any E-911 provider.

1. Current non-published customers who have not been advised shall be given 30 days from the effective date of the tariff filing to request that the utility delete their number from any E911 services that may be offered. If after 30 days the customer has not responded, their numbers will be furnished to any present or future E911 providers.
2. All new customers who apply for a non-published number after the effective date of the tariff shall be advised at the time of request for service that, if and when the utility offers E911 services, their numbers will be furnished to the E911 provider.

Only those customers with currently non-published numbers or those that apply before the effective date of the tariff will be given an option of having their numbers withheld from any E911 provider.

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32. DIRECTORY LISTINGS (Continued)

32.1 General Regulations (Continued)

Upon written request (Service Order), a customer's listing may be omitted from the telephone directory but included in the Telephone Company's information records. A charge of \$1.82 per month applies to this semiprivate published number.

32.2 Primary Business Listings

A listing must be the name of the individual, partnership, corporation, firm, association, institution, etc., to whom service is furnished; or the name of a member, officer, employee, or representative thereof; or the name of another business house which the customer represents, controls, or owns. Listings other than those specified herein are available only in connection with Joint User Service.

The listing of a service, commodity, or trade name is not permitted except when such service, commodity, or trade name is the lawful name under which the customer's business is carried on.

When a customer is engaged in more than one line of business, only the business by which he is best known will be included in the business designation. Other lines of business of the same customer will be listed as Extra Listing Business.

Double name listings or the use of titles as "Pres.," "Vice-Pres.," "Mgr.," etc. are not permitted - for example: "Garfield Table Supply Co., Walburg Jones, Manager, 342-5388."

Listings of telephones in churches will not include in the same listing, the name of the church and also that of its pastor or of organizations or societies associated therewith.

A caption listing, for example: "Wood Products Corp." under which is indented Legal Dept., Pulpwood Div., Manager Ofc., each with a telephone number, is provided only if necessary for the efficient use of the service; no additional charge is made for the caption listing. The caption must be an essential part of the listings which follow. The names of individuals are permitted under the caption without charge but if shown in their proper alphabetical sequence in directory, will have additional charge.

Customers having telephone service at business rates at their residence address may be given "ofc. & res." as a designation.

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32. DIRECTORY LISTINGS (Continued)

32.3 Primary Residence Listings

A primary residence listing must be in the name of the customer to whom service is furnished or a member of the customer's household.

The listing of a telephone in the residence of a professional person such as a physician, dentist, veterinary, surgeon, osteopathic physician, doctor of divinity, etc., may include his professional degree provided, however, that the listing of only an individual name is desired.

The listing of a telephone in the residence of a nurse may include the word "nurse."

The listing of a telephone in a clergyman's residence may include a standard abbreviation such as "Rev." or "Msgr." following the clergyman's name, except that when the listing includes a professional degree, such as "DD," the abbreviation above is not shown. Only nationally standard abbreviations shall be accepted in the above listings.

32.4 Private Branch Exchange Primary Listings

Primary Private Branch Exchange Listings shall conform to the regulations for directory listings respectively. When two or more main station lines or PBX trunk lines are consecutively operated, only the first number of the group is listed without charge.

32.5 Extra Listings

Additional listings, for which a charge is made, are designated extra listings, and are furnished subject to directory listing regulations at the following rates:

| | |
|-------------------------|------------------|
| Business Listing, each | \$1.80 per month |
| Residence Listing, each | \$1.20 per month |

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32. DIRECTORY LISTINGS (Continued)

32.5 Extra Listings (Continued)

Cross reference listings are available as extra listings when both the main and cross reference listings appear in the same alphabetical list, provided the cross reference listings is an aid in rendering telephone service and not designed for advertising purposes. As an aid to the service, cross reference listings may be provided without charge in connection with the service of Federal, State or municipal governmental agencies.

Listing charges date from the day the information records are posted; at the option of the customer, information records are posted at the time the order is completed, or at the time the listing appears in the directory. Charges for extra listings are discontinued upon termination of the main contract for service.

Customers whose names are currently spelled in more than one way may arrange for extra listings of the name as misspelled when such listings will aid the directory service.

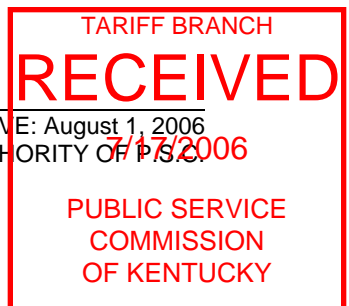
Extra listings must bear the same address and telephone number as the main station. An exception may be made in the case of outside stations of a Private Branch Exchange system and outside extension stations where the address is that of the premises in which such stations are located; and in the cases of branch offices which are furnished telephone service under separate contracts but are listed under the main listing of the concerns, listings may include the address and telephone number of each branch office.

32.6 Alternate Listings

Professional customers with residence service may obtain additional listings which refer calling parties to certain other telephone numbers at night and on Sundays and holidays, or in case no answer is received on calling the customer's regular telephone number.

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32. DIRECTORY LISTINGS (Continued)

32.6 Alternate Listings (Continued)

The telephone number used in an alternate call number listing may be that of a business telephone, Private Branch Exchange trunk, or of a residence telephone providing that satisfactory arrangements have been made for the handling of calls received for the customer having the main listing. In those cases where the alternate call number listing is to be that of a business or residence telephone of another customer, the listing will be furnished only on a written statement of approval from the customer whose telephone number will be the alternate call number.

A monthly rate applies for each alternate call number listing:

| | <u>Rate</u> |
|--------------------------------|-------------|
| Alternate to Business Listing | \$1.80 |
| Alternate to Residence Listing | \$1.80 |

32.7 Foreign Listings

Foreign Listings are directory listings in the alphabetical list of an exchange other than the exchange in which listed service is furnished.

The regular foreign listing rate applicable in the exchange in which the listing appears, applies to each foreign listing.

The following rates apply to foreign listings listed in the Telephone Company's alphabetical section of the directory.

| | <u>Rate</u> |
|----------------------------|-------------|
| Foreign Listing, Residence | \$1.50 |
| Foreign Listing, Business | \$3.00 |

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33. LOCAL DIRECTORY ASSISTANCE SERVICE

33.1 General

- A. Local Directory Assistance Service is desirable to assist all local exchange subscribers to obtain the telephone numbers of other local exchange subscribers from an operator when the numbers cannot be obtained from the published directory.

33.2 Rates

- A. There is a charge of \$0.95 to each subscriber for each call requesting Local (1-411) assistance, except as noted below. (Maximum of two requested telephone numbers per call.)
- B. Charges for Local Directory Assistance Service (1-411) are not applicable to calls received from hotel or motel guest rooms.
- C. Charges for Local Directory Assistance Service (1-411) are not applicable from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory.
- D. Charges for Local Directory Assistance Service (1-411) are not applicable to calls placed from a hospital which has as its principal undertaking the in-patient medical or surgical care of the sick or disabled.

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34. ENTERPRISE SERVICE

34.1 General Regulations

Enterprise service is available to Company subscribers with the service number published as an Enterprise number. All Enterprise service calls are established to be handled as toll calls. By placing an Enterprise number, the calling party is, in effect, placing a collect call to the party who has subscribed to the Enterprise service. The toll operator handling the call will place the call on a preauthorized collect basis.

Enterprise service is offered to all Company subscribers.

The rates shown below are in addition to the normal monthly recurring access line charges.

34.2 Rates

A monthly rate of \$3.00 shall apply to Enterprise service when the service is established, billed, and administered by the Company. Toll charges will be billed to the Enterprise subscriber monthly also.

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35. INSTALLMENT PAYMENTS

Service may be established in advance of payment of connection charges. At the customer's option, installation service and connection charges and deposits may be paid in up to four monthly installments meeting or exceeding the minimum monthly payment shown below. If installment billing is requested on additional installation and service charges while a balance is due, the additional amounts will be treated as a separate installment billing arrangement.

Installment Billing Service Fee

An installment billing service fee is applicable to installment billing arrangements established for regulated services purchased from this tariff by residential and business customers.

- (A) The fee applies for each installment arrangement billed.
- (B) Multiple installment billing service fees may be billed if the customer has multiple installment billing arrangements in effect.
- (C) The fee will not apply to Lifeline/Link-Up customers.

Rates and Charges

- (A) Per month minimum installment payments

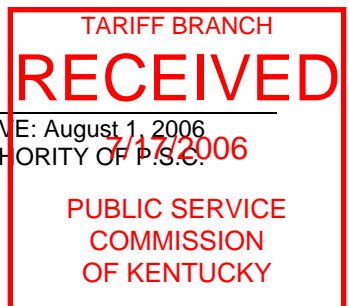
| | |
|-----------|--------|
| Residence | \$5.00 |
| Business | \$5.00 |

- (B) Installment Billing Service Fee

| | |
|-----------|--------------|
| | Monthly Rate |
| Residence | \$2.00 |
| Business | \$2.00 |

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36. NATIONAL AND REVERSE DIRECTORY ASSISTANCE

36.1 GENERAL

- A. National Directory Assistance is a service whereby customers may dial 1411 and request assistance in determining listing information of subscribers who are located outside the customer's local calling area (exchange). .
- B. Reverse Directory Assistance is a reverse search service that allows customers to request subscribers' names and/or addresses providing the directory assistance operator a complete telephone number. Customers may access Reverse Directory Assistance by dialing 1411.

36.2 Conditions

The following conditions and rates apply to all calls from customers who request National Directory Assistance or Reverse Directory Assistance.

- A. The customer will be charged for each call made to National Directory Assistance or Reverse Directory Assistance. Customers may receive one listing per call. The National or Reverse Directory Assistance rate applies per call, whether or not a number, name, or address is provided including requests for numbers, names, or address that are non-published or unlisted.
- B. There are no billing exemptions or allowances for National or Reverse Directory Assistance service requests.
- C. Charges for National or Reverse Directory Assistance service are not applicable to calls placed from hospitals or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- D. National and Reverse Directory Assistance services are not available from Hotel/Motel and Pay Telephones.

36.3 Rates

| | <u>Per Request</u> |
|----------------------------------|--------------------|
| A. National Directory Assistance | \$1.25 |
| B. Reverse Directory Assistance | \$1.25 |

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37. FOREIGN EXCHANGE SERVICE

37.1 Foreign Exchange Service - Regular

A. General Regulations

Foreign Exchange Service is service furnished to a customer to an exchange other than one from which he would normally be served.

The term "Normal Exchange" referred to in this tariff is defined as the exchange in the certificated area in which the customer is situated and from which service is received at his request.

The term "Foreign Exchange" referred to in this tariff is any exchange outside of the certificated area in which the customer is situated and from which service is received at his request.

When the foreign exchange from which service is requested has more than one exchange and/or central office in its local calling area, the Telephone Company shall determine from which of the exchanges and central offices service will be furnished. If an applicant desires operation from a different central office and facilities are available, foreign central office or foreign exchange mileage charges will apply for the channel required between the principal central office and the central office from which the applicant desires to be served.

NOTE: When two or more companies are involved in furnishing the service, such determination may be made only with the consent of the Telephone Company which operates the exchange from which the service will be furnished.

B. Conditions

Foreign Exchange Service is not in accord with the general plan of providing local exchange flat rate service, and such service is provided subject to the availability of suitable facilities and on the condition that it will not materially affect adversely the revenues of this company.

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37. FOREIGN EXCHANGE SERVICE (Continued)

37.1 Foreign Exchange Service - Regular (Continued)

B. Conditions (Continued)

Foreign Exchange Service, when provided, will be furnished in accordance with such methods as are best suited to meet plant and operating requirements.

Foreign Exchange Service will not be provided when undue expense is involved as determined by the Telephone Company (even though a part of the expense is borne by the customer), nor when impairment of the service furnished to the general public may result, nor when facilities are not readily available.

If special operating expenses are incurred in order to provide Foreign Exchange Service, an additional monthly charge, over and above the charges specified in this tariff, may be made to cover all such expenses.

Foreign Exchange Service will be furnished only on condition that the applicant be, and continue as, a subscriber to the same class of primary exchange service in the normal exchange at the same location where the Foreign Exchange Service is proposed to be installed.

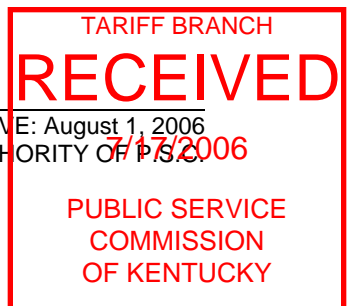
If a Foreign Exchange customer who is required to also continue a service of the normal exchange has, or causes, his normal exchange service to be discontinued, the normal exchange shall serve written notice on such foreign exchange customer that Foreign Exchange Service will be discontinued five days thereafter; and upon receipt of a discontinue order from the normal exchange, the foreign exchange shall discontinue service to the foreign exchange customer upon the date specified in the discontinue order.

No class of Foreign Exchange Service may be rendered to a customer located within the normal exchange area which is not also offered by the normal exchange, except as may be mutually agreed to by management.

All negotiations with a prospective customer for Foreign Exchange Service shall be carried on through the business office.

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37. FOREIGN EXCHANGE SERVICE (Continued)

37.1 Foreign Exchange Service - Regular (Continued)

B. Conditions (Continued)

Foreign Exchange Service is not available in connection with off-premise extension service.

It is not the purpose in quoting a rate for Foreign Exchange Service to make toll service available at a rate lower than the standard toll rates; but solely to meet conditions permitting a special service need.

Foreign Exchange Service customers are subject to the general rules, rates and regulations applying to service in the foreign exchange from which service is provided. However; for billing and collecting purposes, the Foreign Exchange service is considered the customer of the exchange from which he normally would receive service.

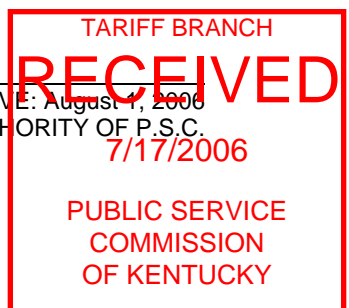
When a private branch exchange or wiring plan system is connected by trunks to central offices in both the normal and foreign exchange area the rates for switchboard and stations are the rates applicable in the exchange area in which the customer is located.

If any Foreign Exchange Service customer, who also is a customer of the normal exchange, is found to be transferring, relaying or transmitting messages for other parties, such customer shall be informed that the practice is a violation of the rules and conditions under which Foreign Exchange Service is provided and that the violation or violations must be discontinued forthwith. If after such warning the Foreign Exchange customer continues the violation or violations, notice will be served in writing to the Foreign Exchange customer that the Foreign Exchange Service will be disconnected five days thereafter. Upon receipt of a disconnect order; the Foreign Exchange Service shall be discontinued upon the date specified in the disconnect order.

Detached off-premise extensions are not offered with the Foreign Exchange Service. Any existing detached off-premise extensions will be grandfathered.

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37. FOREIGN EXCHANGE SERVICE (Continued)

37.1 Foreign Exchange Service - Regular (Continued)

B. Rates

Rates for Foreign Exchange Service provided from a contiguous or adjacent exchange by means of exchange facilities. (All distances measured air-line.)

B-1, PBX Trunk,
NARs, Key System
Mo. Recurring

Each mile or fraction thereof,
airline mile between the Central
Office of the Normal Exchange
and the Central Office of the
Foreign Exchange

\$8.00

Mileage from the Normal Exchange
to customers premise are the
Zone rates applicable in the ex-
change area in which the customer
is situated. See Section 25

37.2 Foreign Exchange Service - Special

A. General

Special Foreign Exchange Service is exchange service furnished a customer to an exchange outside Kentucky, other than the one to which the customer would normally have service.

B. Conditions

Special Foreign Exchange Service is not in accord with the general plan of furnishing telephone service, and such service is provided subject to the availability of suitable facilities. Special Foreign Exchange Service will be furnished in accordance with such methods as are best suited to meet plant and operating requirements.

Special Foreign Exchange Service will not be provided when undue expense is involved as determined by the Telephone Company (even though a part of the expense is borne by the customer), nor when impairment of the service furnished to the general public may result, nor when facilities are not readily available.

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37. FOREIGN EXCHANGE SERVICE (Continued)

37.2 Foreign Exchange Service - Special (Continued)

B. Conditions (Continued)

If special operating expenses are incurred in order to provide Special Foreign Exchange Service, an additional monthly charge may be made to cover all such expenses.

If extraordinary cost are incurred to provide Special Foreign Exchange Service, an additional monthly charge, over and above the monthly charge specified in this tariff, may apply to cover all such expense.

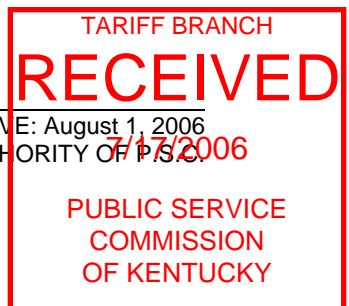
Special Foreign Exchange Service may be furnished only on conditions that the applicant be, and continued as, a subscriber to the same class of primary exchange service in the normal exchange at the same location where the Special Foreign Exchange Service is proposed to be installed.

The liability of the telephone company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or other facilities shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission occurs. Such proportionate charges for each day for which an allowance is to be made shall be computed as one-thirtieth (1/30) of the total charges for service for the month in which interruption occurs. If, in the case of such interruption, service is to be restored on or before, the day after said interruption is reported to or detected by the Telephone Company, no allowance shall be made. No allowance shall be made and the Telephone Company shall not be liable in any amount for damages caused by the negligence of the customer of equipment connected to the Telephone Company's facilities.

A minimum cash deposit to secure payment of service in an amount not to exceed two-twelfths, (2/12) of the estimated annual bill will be required of each customer making application for Special Foreign Exchange Service.

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37. FOREIGN EXCHANGE SERVICE (Continued)

37.2 Foreign Exchange Service - Special (Continued)

C. Rates

Special Foreign Exchange Service furnished to an Exchange outside Kentucky.

| | <u>Per Month</u> |
|--|--|
| Rate for local loop within base rate area | \$14.25 |
| Outside base rate area | 14.25 Plus applicable mileage or zone charges |

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38. MESSAGE TOLL SERVICE

38.1 Reserved For Future Use

38.2 Access Services

Windstream Kentucky West, Inc. is an issuing carrier of and concurs in Kentucky Public Service Commission Tariff 3, Access Services Tariff, Filed by Windstream Kentucky West, Inc. with the Kentucky Service Commission for intrastate access services. This concurrence includes the rules and regulations governing each service, as well as the rates, including all amendments, revisions or successive issues of such tariffs, and Windstream Kentucky West, Inc. makes itself a party to such rates, charges rules and regulations until this concurrence is revoked or canceled by either company. Subject to the jurisdiction of this Kentucky Public Service Commission, Windstream Kentucky West, Inc. expressly reserves the right to cancel this statement of concurrence when it appears that such cancellation is appropriate.

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39. WIDE AREA TELEPHONE SERVICE (WATS)

The term "WATS" denotes the furnishing of facilities where available, for dial type telecommunications between a WATS access line and points within the State of Kentucky. A WATS Access Line is the facility from the customer's premise to a Telephone Company Central Office designed to switch WATS calls.

Upon request, the Telephone Company will provide WATS where facilities for the access line are not available, construction charges will apply as described in Section 11. of this tariff.

For WATS access lines terminated outside the Base Rate Area of an exchange but within the exchange, the one party mileage rate will apply as set forth in Section 28.1 of this tariff.

WATS access line extensions will be provided for under the same rules, regulations and rates as business extensions.

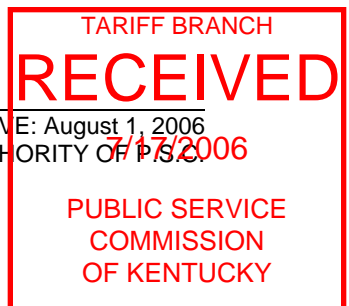
The customer may be required to pay one month's service in advance upon application for WATS.

Unless otherwise stated, the Telephone Company concurs with the Rules, Regulation and rates for Intrastate WATS filed by the local "Bell" serving company and approved by the Kentucky Public Service Commission.

Interstate WATS will be provided according to the terms as set forth in the approved F.C.C. Tariff 259.

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40. MISCELLANEOUS SERVICE

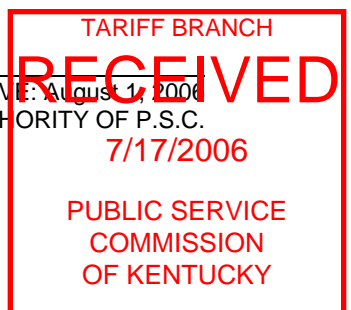
40.1 Telemetering Service

40.1.1. General

Telemetering Service will be provided in connection with customer owned and maintained station equipment at regular local loop rental rates, plus any other charges for associated service.

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40. MISCELLANEOUS SERVICES (Continued)

40.2 Voice Messaging Integration

40.2.1. General

- A. Voice Messaging Integration (VMI) is a feature that provides an integrated automated interface to voice messaging providers for use by their subscribers (end users). A voice messaging subscriber (end user) may forward calls to the voice mail provider when that person's line is busy or when he or she is not available to answer the call. By subscribing to the appropriate call forwarding feature, call related information is passed to the voice messaging provider (e.g., called-station number, calling station number, type of forwarding situation, etc.) over a data link. This information enables the message system to properly receive and store a message presented to it over the associated voice line, without requiring the calling party to enter additional digits.
- B. VMI provides the voice messaging provider's end users with the optional capability of receiving a message waiting indication. Message waiting indication can be provided by either Stutter dial tone or by a message waiting light on Telecommunications equipped with a light feature. Upon receipt of a message waiting indication, the end-user may either retrieve the message or ignore the signal and place a call in the usual manner. Message waiting indication will continue until the message has been retrieved and a signal has been received from the voice messaging equipment.

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40. MISCELLANEOUS SERVICES (Continued)

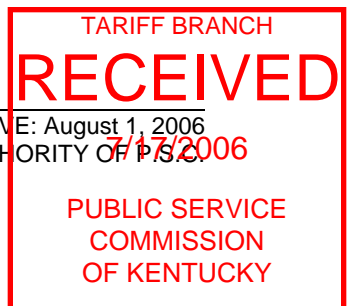
40.2 Voice Messaging Integration (Continued)

40.2.2. Regulations

- A. The Telephone numbers transmitted via VMI are intended solely for the use of the voice messaging provider. Resale of this information to any party is prohibited.
- B. The Company will not deliver numbers subject to blocking activation by the calling party where the Company has deployed per line/per call blocking. Information will be delivered within the SS7 serving area unless the delivery is blocked by the calling party through per line or per call blocking in a central office within the SS7 serving area. Should a customer request interswitch delivery of calling information, private line facilities may be required at the rates and charges specified in the Company's private line tariff.
- C. Access lines, arranged in a Uniform Call Distribution (UCD) group, are used to carry the voice transmission between each central office and the voice messaging provider's equipment. The provider of the voice messaging equipment will determine the quantity of access lines necessary to meet his call completion specifications. The Company accepts no responsibility for uncompleted calls should an insufficient number of access lines be ordered.
- D. All customer provided equipment must be compatible with the Company's central office, and voice and data lines.
- E. VMI is furnished subject to the availability of facilities, features, and central office equipment in locations as determined by the Company.
- F. Lamp indicator is offered to Centrex end users only as an optional service.
- G. Stutter dial tone is offered to all business and residential customers.

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40. MISCELLANEOUS SERVICES (Continued)

40.2 Voice Messaging Integration (Continued)

40.2.3. Rates and Charges

A. Rates applicable to voice messaging providers (i.e., owners of voice messaging equipment) are as follows:

1. Access lines, arranged in a UCD group, to connect voice messaging equipment to the Company's central office will be charged at the applicable business rates in addition to Service Connection Charges as indicated in the Company's tariff.
2. Charges for each VMI link includes an I/O port at the Company central office. Appropriate Private Line Charges apply for the associated channel. This service requires customer-provided terminal equipment including but not limited to a modem to interface with the Company's central office.

3. Voice Mail Integration

| | <u>Monthly</u> | <u>Nonrecurring</u> |
|----------------------------|----------------|---------------------|
| (a) Monthly recurring rate | \$250.00 | \$850.00 |

B. Rates applicable to end users are as follows:

1. Call forwarding will be provided at the applicable rate as specified in the Company's tariff.
2. Message waiting indicators will be provided at the following rates (applicable service connection charges apply):

| | <u>Monthly</u> |
|-----------------------------------|-----------------|
| (a) Stutter Dial Tone | \$0.50 per line |
| (b) Lamp Indicator (centrex only) | 1.50 per line |

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40. MISCELLANEOUS SERVICES (Continued)

40.3 AUTOMATIC INTERCEPT SERVICE

40.3.1 General

- A. Automatic Intercept Service provides a service to subscribers who have had their phone number disconnected because they have either moved to a new location or requested a change in phone number. Dialing the subscriber's former number results in a prerecorded message, which announces the new number.
- B. The rates apply to a 90-day increment of service and can be continued for additional ninety day time periods at the customer's discretion.
- C. Limited to those exchanges in which facilities are available to provide the service.
- D. The charges below do not apply to the following:
 - 1. when provided as a result of a number change initiated by action of the Company.
 - 2. when the subscriber's telephone number has been omitted from the telephone directory or is incorrect.
 - 3. when provided as a result of Company-initiated actions.

40.3.2 Rates

- A. Nonrecurring charge per phone number -
Initial 90 days of service: \$15.00
- B. Nonrecurring charge per phone number -
Additional 90 days of service: \$12.50
- C. Secondary Service Order Charge: \$12.15

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40. MISCELLANEOUS SERVICES (Continued)

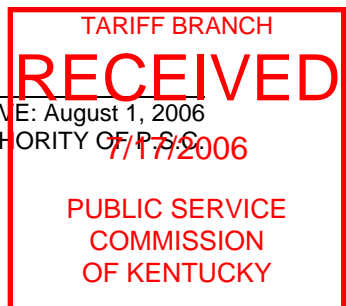
40.3 Customized Number Service

40.3.1. General

- a. Customized Number Service provides for the assignment of a customer requested telephone number (last four digits) other than that which would normally be assigned.
- b. This service is offered to new customers who request a unique or specific telephone number. This service is also available to existing customers who request a change from their present number to a customized telephone number.
- c. Customized Number Service is provided to Business or Residence customers and is furnished subject to the availability of facilities and requested telephone numbers.
- d. When requesting a specific number, the customer will be allowed to make three specific number inquiries. When requesting an "easy" number, the customer will be provided three sets of numbers from which to choose.
- e. The "Search Only" charge applies when the customer chooses not to have the number assigned or the requested number is not available. The "Search and Assign" charge applies when the customer chooses to have the customized number assigned and the number is available for assignment.
- f. A customer whose service has been terminated may be reassigned their previous telephone number, subject to availability, without additional charge, if reconnection occurs within 12 months.
- g. When a new customer assumes an existing service which includes Customized Number Service, the customer may keep the customized number at the tariffed rate only with the written consent of the former subscriber.
- h. The Company reserves and retains the right:
 - (1) To discontinue, change or reassign telephone numbers in any exchange area when it is deemed necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. Should this occur, the Company shall attempt to assign another customized number of the customer's choice without applying service charges.
 - (2) To reject any request for customized telephone numbers and to refuse requests for customized numbers for any reasons, including, but not limited to, numbers that may, in the Company's judgment, be offensive, limited central office capacity, or relocation of a central office.

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40. MISCELLANEOUS SERVICES (Continued)

40.3 Customized Number Service (Continued)

40.3.1. General (Continued)

h. The Company reserves and retains the right: (Continued)

(3) Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided for in this tariff.

(4) To assign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.

i. The Company will not be responsible for the manner in which customized numbers are used for marketing purposes by the customer.

j. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after establishment of service. In any case, the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Customized Number Service.

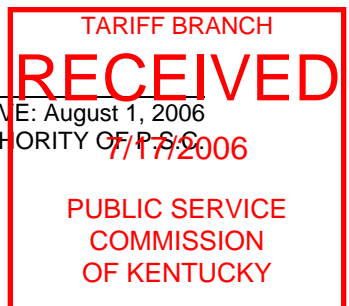
40.3.2. Charges

Nonrecurring Charges, per request

| | | | <u>Nonrecurring Charge</u> |
|----|-------------------|-----------|--------------------------------|
| a. | Search Only | | |
| | (1) | Residence | \$ 5.00 |
| | (2) | Business | 10.00 |
| b. | Search and Assign | | |
| | (1) | Residence | 25.00 |
| | (2) | Business | 75.00 |

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41. POLE AND ANCHOR ATTACHMENTS

41.1 Regulations

These regulations apply to attachments to poles and anchors within the operating territory of Windstream Kentucky West, Inc. in the State of Kentucky.

A. Definitions of Terms

Anchor - an assembly (rod and fixed object or plate owned by the Company) designed to resist the pull of a guy strand, for which the Company is responsible for authorizing the attachment of the customer's cable television facilities.

Anchor Attachment - a guy strand attached to an anchor.

CATV - Community Antenna Television.

Company (the Company) - Windstream Kentucky, Inc.

Customer - the person, firm, corporation or other legal entity authorized by the Company to attach its CATV facilities to poles and anchors.

Customer's CATV Facilities - all facilities, including but not limited to cables, equipment and associated hardware, owned and utilized by the customer for distribution or rebroadcast of television signals to end users over a co-axial wireline distribution system attached to a pole or anchor.

Pole - a pole owned by the Company or a pole owned by others for which the Company has the right to permit others to attach in the communications space.

Pole Attachment - any item of the customer's CATV system facilities affixed to a pole.

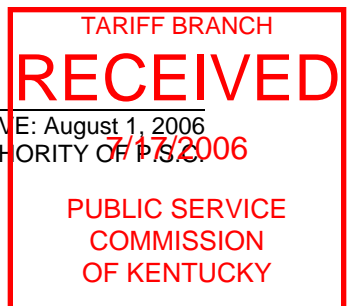
B. Undertaking of the Company

1. Scope

Subject to the provisions of this tariff, the Company will authorize the attachment of a customer's CATV facilities to a pole or anchor for lawful CATV purposes.

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

B. Undertaking of the Company (Continued)

2) Limitations

No use, however extended, of a pole or anchor or payment of any charges required under this tariff shall create or vest in the customer any easements of any ownership or property rights of any nature in such pole or anchor.

Nothing contained in this tariff shall be construed to compel the Company to construct, reconstruct, retain, extend, repair, place, replace or maintain a pole, anchor or other facilities for use by a customer that is not needed for the Company's own service requirements, except where the customer agrees to reimburse the Company for the costs incurred in making such additions or repairs.

Nothing contained in this tariff shall be construed as a limitation, restriction or prohibition against the Company with respect to any agreement and arrangement which the Company has heretofore entered into, or may in the future enter into, with others not covered by this tariff regarding the poles or anchors covered by this tariff. The rights of the customer shall at all times be subject to any such existing and future agreement or arrangement.

3) Liability and Damages

The Company reserves to itself, its successors and assigns, the right to maintain its poles and to operate its facilities thereon in such manner as will best enable it to fulfill its own service requirements. The Company shall not be liable to a customer for any interruption to service of the customer or for interference with the operation of the cables, equipment and facilities of the customer arising in any manner, except as a result of the Company's sole negligence, out of the use of the Company's poles.

4) Termination of Authorizations

a) Authorizations for pole and anchor attachments granted under the provisions of this tariff may be terminated by the Company if:

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

B. Undertaking of the Company (Continued)

4) Termination of Authorizations ((Continued))

a) (Continued)

the customer's insurance or bonding carrier shall at any time notify the Company that the policies of insurance or bonds, as required by Section 41.1.C.2) following, will be canceled or, changed so that those requirements will no longer be satisfied; or

any authorization which may be required by any governmental or private authority for the construction, operation and maintenance of the customer's CATV facilities is denied or revoked; or

the customer's CATV facilities are used or maintained in violation of any law or in aid of any unlawful act or undertaking; or

the customer ceases to have authority to construct and operate its CATV facilities on public or private property at the location of a particular pole or anchor covered by an authorization; or

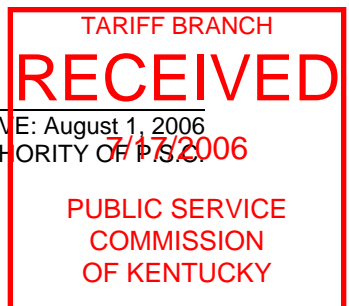
the customer fails to comply with any of the provisions of this tariff or defaults in any of its obligations hereunder; or

the customer ceases to provide its CATV services in the area covered by this tariff.

- b) The Company will promptly notify the customer in writing of any condition(s) applicable in 1) preceding. The customer shall take immediate corrective action to eliminate any such condition(s) and shall confirm in writing to the Company within (30) days following receipt of such written notice that the cited condition(s) has ceased or been corrected. If the customer is to discontinue or correct such condition(s) and fails to give the required written confirmation to the Company within the time period required, the Company may immediately terminate the attachment authorization(s) affected by the condition(s).

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

B. Undertaking of the Company (Continued)

5) Notices

All written notices required under this tariff shall be given by posting the same in first class mail.

C. Obligation of the Customer

1) Legal Requirements

The customer shall submit to the Company evidence of the customer's lawful authority to place, maintain and operate its CATV facilities within public streets, highways, and other thoroughfares and shall secure any necessary permits and consents from Federal, State, County, and Municipal authorities and from the owners of property to construct, maintain and operate CATV facilities at the locations of poles of the Company which it uses.

The customer shall at all times observe and comply with the provisions of this tariff and is subject to all laws, ordinances and regulations which in any manner affect the rights and obligations of the Company or the customer, so long as such laws, ordinances or regulations remain in effect.

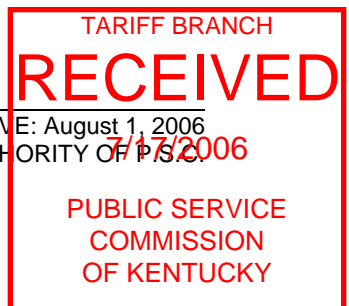
2) Claims, Damages and Required Insurance

The customer shall exercise special precautions to avoid damaging the Company's cables, equipment and facilities, and those of others occupying the Company's poles and the customer shall assume all responsibility for any and all loss for such damage caused by the customer's, or its agent's, negligence. The customer shall make an immediate report to the Company of the concurrence of any such damage and shall reimburse the respective owners for the expense incurred in making repairs.

The customer shall carry liability insurance, or an indemnity bond to protect the Company and the public from and against any and all claims, demands, actions, judgments, costs, expenses, and liabilities of every kind and nature which may arise or result directly or indirectly, from or by reason of such loss, injury or damage, caused by the joint negligence of the Company and the customer or by the sole negligence of the customer. The

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

C. Obligation of the Customer (Continued)

2) Claims, Damages and Required Insurance (Continued)

amounts of such insurance or bond against liability due to damage to property shall be no less than \$100,000 as to any one accident and \$300,000 aggregate, and against liability due to injury to or death of persons no less than \$300,000 as to any one person and \$500,000 as to any one accident. The customer shall also carry such insurance as will protect it from all claims under any Workmen's Compensation laws in effect that may be applicable to it. All insurance required shall remain in force for as long as the customer's CATV facilities are attached to the Company's poles or anchors and the insurance or bonding company or companies issuing such insurance or bonds shall be approved by the Company. The customer shall submit to the Company certificates by each insurance or bonding company insuring or bonding the customer to the effect that it has insured or bonded the customer for all liabilities of the customer under this tariff and that it will not cancel or change any policy of insurance or bond issued to the customer except after thirty (30) days written notice to the Company.

D. Attachment and Occupancy Applications

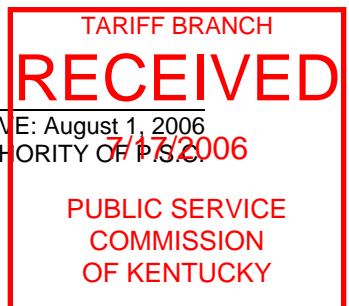
Before the customer shall attach to a pole or anchor, the customer shall make written application for and have received written authorization therefore from the Company.

E. Make-Ready Requirements

When an application for attachment to a pole and/or anchor is submitted by a customer, a pre-authorization survey will be required to determine the existing adequacy of the pole and anchor to accommodate the customer's CATV facilities. Utilization of the available capacity of an existing anchor when such utilization does not result in a reduction of the holding capacity below the level normally required by the Company for safety, or other purposes, will be permitted upon agreement by the customer to pay the charges specified in Section 41.2 following. The field inspection portion of the pre-authorization survey, which requires the visual inspection of existing poles and anchors, will be performed by the Company (with optional participation by the joint user and/or the customer). The Company will advise the customer in writing of the estimated charges

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

E. Make-Ready Requirements (Continued)

that will apply for such pre-authorization survey and the make-ready costs to be incurred by the Company. The Company must receive written authorization from the customer before undertaking any portion of the pre-authorization survey or make-ready work.

The administrative processing portion of the pre-authorization survey, which includes the processing of the application, the preparation of the make-ready work orders, the coordination of work requirements and schedules with joint users and other customers will be performed by the Company.

In the event the Company determines that the existing pole or anchor attachments, on any pole to which the customer desires to make attachments, needs rearrangement to support or accommodate the customer's proposed attachments in accordance with the specifications set forth in Section 41.1.F., the Company will indicate on the application the changes necessary to ensure that the customer's proposed attachments are in accordance with Section 41.1.F., and the estimated cost thereof, and return it to the customer. If the customer desires that such changes be made and returns the application marked to so indicate, the Company will make such changes and bill the customer in accordance with the terms of this tariff. The customer shall also be obligated to reimburse the owner or owners of the other facilities or attachments on the Company's poles or anchors, to which the customer wishes to make its attachments, for any expense incurred by it or them in transferring, or rearranging its or their facilities or attachments to accommodate the customer's proposed attachments.

In the event the Company, through its field inspection or other means, determines that the poles or anchors to which the customer wishes to attach its CATV facilities are inadequate to permit the customer's proposed attachments, or there is insufficient usable space thereon to permit such attachments, using the specifications set forth in Section 41.1.F. as a reference, and such inadequacy or lack of sufficient usable space can only be remedied by the replacement of the Company's poles or anchors, or by the addition of more poles or anchors, the Company will notify the customer of the expense of replacing or adding the needed facilities. If asked to do so by the customer, the Company will proceed to replace or add the facilities required to accommodate the customer's proposed attachments. In such case the customer shall be obligated to

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

E. Make-Ready Requirements (Continued)

reimburse the Company for the expenses it incurs in replacing or adding these facilities according to the terms of Section 41.2 of this tariff.

Made-ready work will be performed following receipt by the Company of the required advance payment. The customer shall pay the Company for all make-ready work completed in accordance with the provisions of this tariff and shall also make arrangements with the owners of other facilities attached to such poles or anchors regarding reimbursement for any expense incurred by them in transferring or rearranging their facilities to make such attachment accommodations available. The customer shall not be entitled to reimbursement of any amounts paid to the Company for pole or anchor replacements or for rearrangements of facilities on a pole or anchor by reasons of the use by the Company, joint user, governmental entity or other authorized users of any additional capacity resulting from such replacement or rearrangement.

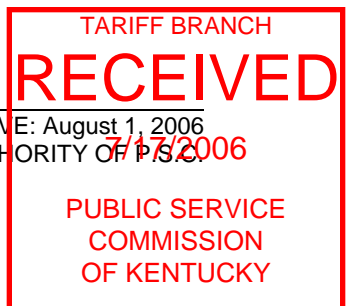
F. Construction, Maintenance and Removal of Customer Facilities

The customer's cables, equipment and facilities shall be placed and maintained in accordance with the requirements and specifications of this section of this tariff. Unless different standards are specified herein the provisions of the National Electrical Code (1981 edition) and the National Electrical Safety Code (1981 edition), and any amendments thereto or replacements thereof, shall be applicable. Any of the customer's cables, equipment and facilities not in compliance with this section shall be brought into compliance within six months.

The customer shall at its own expense, make and maintain its pole and anchor attachments in a safe condition and in thorough repair, and in a manner acceptable to the Company, and so as not to conflict with the use of said poles by the Company or by other authorized users of said poles or anchors or interfere with other facilities thereon or which may from time to time be placed thereon. The customer shall, at its own expense, upon two (2) days advance notice from the Company, relocate and replace its facilities placed on said poles or anchors, or transfer them to substituted poles or anchors, or perform any other work in connection with said facilities that may be required by the Company; provided, however, that in cases of emergency, the Company may arrange to relocate or replace the

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

attachment placed on said poles or anchors by the customer, transfer them to substituted poles or anchors, or perform any other work in connection with said facilities that may be required in the maintenance, replacement, removal or relocation of said poles or anchors, or of the facilities thereon, or which may be placed thereon, or for the service needs of the Company, and the customer shall reimburse the Company for the expense thereby incurred. Attachments of the customer to poles or anchors of the Company as mentioned herein shall be understood to include attachments of the customer in space reserved for the Company, or space which the Company has the right to use, on poles of other companies, with which the Company now has or may hereafter have agreements for joint use and occupancy; and the use of such space by the customer shall be subject to the terms and conditions of the agreements between the Company and said other companies.

1) Attachment to Poles and Anchors

This section is an integral part of this tariff and contains certain minimum requirements and specifications governing the attachment of cables, equipment and facilities of the customer to poles and anchors owned by the Company.

a) General

The customer is responsible for the proper design, construction and maintenance of its attachments. Attachments generally will be limited to strand-supported cable, service drops, terminals and necessary appurtenances deemed by the Company to be suitable for pole or anchor mounting.

Any rearrangements of the Company's facilities or replacement of poles required to accommodate the customer's attachments shall be done by the Company or a contractor authorized by the Company.

The fees and charges specified in Section 41.2 shall be applicable to all attachments made by the customer, without regard to the methods of attachment used.

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

1) Attachment to Poles and Anchors (Continued)

a) General (Continued)

The customer's attachments shall be plainly identified by appropriate marking satisfactory to the Company.

The customer's workmen shall assure themselves that any pole to be climbed has sufficient strength or is adequately braced or guyed to support the weight of the workmen.

All requirements of the National Electrical Safety Code referred to herein shall mean the 1981 edition of such code, or any later amendment or replacement thereof, and shall include any additional requirements of any applicable Federal, State, County or Municipal code. References to simply the Safety Code, or to N.E.S.C., have the same meaning.

While many of the standards and technical requirements for the Customer's cable, equipment and facilities are set forth herein, the Company reserves the right to specify the type of construction required in situations not otherwise covered in this Tariff. In such cases, the Company will in its discretion furnish the customer written materials which may specify and explain the required construction.

b) Voltage, Power, and Electrical Interference

The customer's attachments shall not use or carry voltages or currents in excess of the limits prescribed for communications conductors by the National Electrical Safety Code. However, all parts of the customer's attachments carrying voltages in excess of 50 volts AC (rms) to ground or 135 volts DC to ground, except for momentary signaling or control voltages, shall be enclosed in an effectively grounded, sheath or shield. All energized parts of the customer's attachments shall be suitably covered to prevent accidental contact by the general public, the customer's workmen or workmen of another customer or utility having facilities on the same pole.



41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

1) Attachment to Poles and Anchors (Continued)

b) Voltage, Power, and Electrical Interference (Continued)

The Company shall determine whether the customer's attachments cause or may cause electrical interference with the Company's communications facilities. The customer shall on demand of the Company, correct immediately at the customer's expense any such interference including, if necessary, removal of the attachments causing the interference.

No attachment shall use the earth as the sole conductor for any part of the circuit.

The customer shall not circumvent the Company's corrosion mitigation measures (e.g., short circuit insulating joints).

c) Grounding and Bonding

All power supplies shall be grounded. The neutral side of the power drop shall be continuous and not fused. The neutral line shall also be bonded to the power supply cabinet. The cabinet shall be connected to an earth ground at the pole. In areas where a power utility has a ground wire running down the pole, the cabinet can be connected to it if the power utility permits. When a power utility vertical ground wire is not available, the customer must place a ground rod. All cabinets, housings and metal socket bases on a common pole shall be bonded to each other, to the Company's strand and to the customer's strand.

Where two or more aerial suspension strands are located on the same pole, the suspension strands shall be bonded together. Where the customer has been authorized to attach the bond wire to the Company's strand, the customer is responsible for completing the bond. If the customer is not authorized to attach to the Company's strand, the customer shall attach the bonding wire to its strand and leave a sufficient length of wire to allow the Company to complete the bond. Where the strands of two or more



41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

1) Attachment to Poles and Anchors (Continued)

c) Grounding and Bonding (Continued)

customers are to be bonded together, the customer placing the last strand, if authorized to do so by the other customers, shall make both connections. Where such authorization is not granted by the customer owning the existing strand, the customer shall attach the bonding wire to its strand and leave enough wire to permit making a connection to the other strand. In such cases, the customer owning the existing strand shall be responsible for completing the bonding.

Suspension strands at trolley feeders and trolley contact wires located on the same street shall be bonded at the first, last and every intermediate fifth poles until the remaining section between bonds is not more than eight or less than four spans. At other locations, the strands shall be bonded at the first, last and every intermediate tenth poles until the remaining section between bonds is not more than thirteen or less than four spans. Strands shall be bonded at or near the first pole on each side of underground dips or trolley wire crossovers.

Strands attached to the same bolt do not have to be bonded.

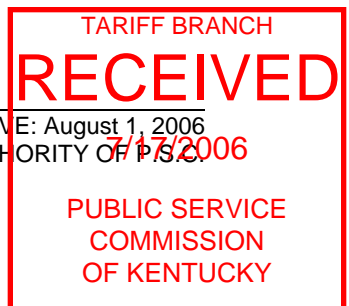
Where a customer's strand leaves a pole which carries other strands supporting communications cables, and the customer's strand continues to a pole carrying power facilities but no communication facilities of the Company, the customer's cable shall be:

Bonded to the other communications strands on the pole that it leaves, and

Bonded to an effective ground preferably within two spans but not greater than ten (10) spans, after leaving said pole, and

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

1) Attachment to Poles and Anchors (Continued)

c) Grounding and Bonding (Continued)

Bonded with a No. 6 solid, soft-drawn copper wire. The wire must be attached to the strand with an approved clamp, such as lashing wire clamp, designed for attachment to each specific size of strand involved (for example, Chance Lashing Wire Clamp, Catalog Number 9000, or equivalent).

Strands supporting drop wire shall be bonded to the cable suspension strand.

d) Clearances

The customer's attachments are subject to the same clearances as communications facilities and shall meet all of the pertinent clearance requirements of the Safety Code. Safety Code rules covering the most commonly encountered conditions are listed below.

| | NESC 1981 Edition <u>General Rule</u> |
|---|--|
| Vertical clearance on poles jointly occupied by communication facilities and power facilities | 235 |
| Mid-span clearances between communication facilities and power facilities | 238 |
| Crossing clearances of facilities carried on different supports | 233 |
| Clearances from street light brackets and associated wiring | 238 |
| Clearances of conductors from another line | 233 |
| Clearances of vertical and lateral conductors from other wires and surfaces on the same support | 239 |

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

1) Attachment to Poles and Anchors (Continued)

d) Clearances (Continued)

NESC 1981 Edition
General Rule

Clearances in any direction from line
conductors and supports, and to
vertical and lateral conductors, span
or guy wires, attached to the same
support

235

Vertical clearance of wires
above ground, rails or water

232

*Minimum Telephone Co. pole attachment 20 feet above ground.

e) Location and Spacing

The Company shall specify the location of the customer's attachments on
each pole, including the location of the customer's riser cables.

The minimum vertical separation between the customer's suspension
strand and the Company's suspension strand when located on the same
side of the pole shall be twelve (12) inches. Where agreement with the
power utility permits the placing of cables on both sides of the pole, the
vertical separation between the strands may be reduced if the diagonal
separation between strands will be twelve (12) inches or more. Separation
between the bolt holes shall in any event be at least four (4) inches. The
customer's suspension strand and cable shall be located above the
Company's facilities unless the Company permits otherwise.

The minimum separation between the customer's and the Company's
suspension strands specified herein also applies between the customer's
strand and the suspension strand of another customer, and between two
or more strands of the



41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

1) Attachment to Poles and Anchors (Continued)

e) Location and Spacing (Continued)

customer; provided, however, that the customer may agree with another customer to reduce the separation between their respective strands. Separation between the bolt holes must in any event be at least four (4) inches.

When the customer's strand is above the Company's strand, the customer's strand-mounted equipment housings and cable drip loops shall be placed at least six inches above the Company's facilities.

Power supply cabinets and other pole-mounted equipment shall not be permitted below the Company's facilities on a pole where any of the following are present:

Underground riser cable or pipe.

Cross-connecting terminal.

Pole-mounted distribution terminal.

Pole-mounted closure.

Apparatus case.

Air dryer.

Other equipment of size that would impair climbing or working space if an additional pole-mounted facility was installed.

The customer shall be required to place all of its attachments, including amplifiers, power supplies, terminals, splitters and taps, so as not to interfere with climbing space, as defined in the National Electrical Safety Code (Rule 236).

Where by mutual agreement with the power utility, attachment of cables to both sides of the pole is permitted, two customers may employ a common through bolt



41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

1) Attachment to Poles and Anchors (Continued)

e) Location and Spacing (Continued)

provided one customer accepts, in writing, the responsibility for maintaining the bolt. N.E.S.C. climbing space requirements must be maintained by all parties.

The customer shall not attach its facilities, except the termination of the bond wire when authorized, to the Company's strand or suspension bolt.

Through bolts may not be placed less than 10 inches from the top of the pole.

f) Loading

The customer shall furnish to the Company the details as to the ultimate strength tension at 60° and maximum tension in its suspension strand or conductor under the applicable storm loading specifications in the Code.

The customer shall furnish to the Company details as to the weight and size of its cables, suspension strands and/or conductors, with and without the ice loading, as specified by the National Electrical Safety Code (Rule 251) or appropriate local code for the loading area concerned. N.E.S.C. Rule 250 covers the degree of loading (light, medium, heavy) appropriate in different sections of the country. Where a local code designates a heavier degree of loading than the N.E.S.C., the local requirements shall govern.

The customer may lash its cable to the strand of another customer where this is acceptable to all other customers involved and to the Company. Maximum tension of the customer's strand shall not exceed 60% of the breaking strength under applicable storm loading, as defined by the National Electrical Safety Code (Rule 251). Where local codes designate a heavier degree of loading than the N.E.S.C., the local requirements shall govern.



41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

1) Attachment to Poles and Anchors (Continued)

g) Guying and Stepping

Guying will be required on poles where the total unbalanced load, including the tension due to the customer's attachments under the appropriate storm loading prescribed by the National Electrical Safety Code (Rule 251), exceeds 200 pounds unless the pole was designed as an unguyed corner pole and the pole has adequate strength and stability, in the opinion of Licensor, to withstand the additional load.

Guys, when required, shall be of such material and dimensions as to provide adequate strength to withstand the transverse loads specified in the National Electrical Safety Code (Rule 252B), and the longitudinal load assumed in the Code (Rule 252C). Guys on poles which also support power facilities shall be in compliance with the National Electrical Safety Code (Rule 261C). On poles supporting communications facilities only, guying shall be in compliance with Grade C construction requirements of the Code.

Guy guards shall be installed in compliance with N.E.S.C. Rule 282E (Supplement 1).

The customer may attach its guy to the Company's anchor rods where the Company specifically authorizes it in writing.

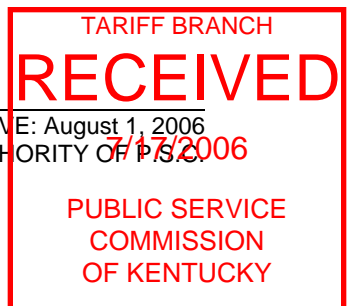
More than one customer may use a common guy to sustain their combined load.

Guys shall be installed or grounded as specified in the Safety Code (Rules 282 and 283). The customer's guys shall not short circuit the Company's guy insulators.

Material used for guys shall be compatible from a corrosion standpoint with the hardware to which it is attached.

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

F. Construction, Maintenance and Removal of Customer Facilities (Continued)

1) Attachment to Poles and Anchors (Continued)

g) Guying and Stepping (Continued)

Where the Company determines that because of the customer's activity on a pole, the pole must be stepped, or if the customer requests that a pole be stepped for the customer's convenience, the Company will have the pole stepped at the customer's expense. The Company will determine the extent, method and manner of stepping required in view of the facilities located on the pole, safety requirements and the hazards of stepping any particular pole.

2) Inspections of Customer's Installations

The Company reserves the right to make periodic inspections of any part of the cable, equipment and facilities of the customer on its poles or anchors and in the vicinity of such cable, equipment and facilities. Inspections will not be made more often than once a year and upon notice to the customer unless, in the Company's judgment such inspections are required for reasons involving safety or are required because of a violation of the terms of this tariff by the customer.

If, upon inspection of the customer's pole or anchor attachments, the Company discovers substandard, incomplete or defective attachments, the customer shall, at its own expense, correct those attachments so identified by the Company. However, if the customer fails to correct such attachments, after having been reasonably notified of their substandard, incomplete or defective condition, the Company may correct these attachments without liability, and the expense of correcting these attachments shall be borne by the customer.

G. Unauthorized Attachment or Occupancy

If any of the customer's CATV facilities shall be found attached to a pole or anchor for which there is no authorization outstanding, the Company, without prejudice to its other rights or remedies under this tariff, including termination of authorization(s), may impose a charge equal to twice the amount of the tariff charges set forth



41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.1 Regulations (Continued)

G. Unauthorized Attachment or Occupancy (Continued)

herein for such attachment and make-ready work, and require the customer to submit in writing, within (15) days after receipt of written notification from the Company of the unauthorized attachment, a pole or anchor attachment application. If such application is not received by the Company within the specified time period, the customer may be required to remove its unauthorized attachment within (30) days of the final date for submitting the required application, or the Company may at its option remove the customer's facilities without liability, and the expense of such removal shall be borne by the customer.

For the purpose of determining the applicable charge, all unauthorized pole or anchor attachments shall be treated as having existed since the first day following the most recent inspection and twice the amount of the rates specified in Section 41.2 following shall be due and payable forthwith.

H. Termination of Attachments

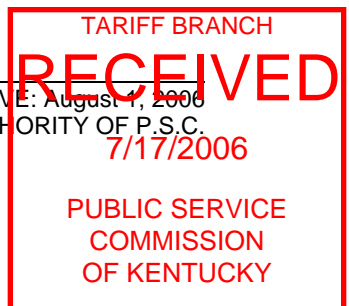
Upon notice from the Company to the customer that the use of the pole or anchor is not authorized by Federal, State, County or Municipal authorities or private property owners, the customer shall remove its cables, equipment and facilities at once from the affected poles or anchors, or shall make arrangements for the removal of its cable, equipment and facilities at the customer's expense.

The customer may at any time remove its facilities from any of the Company's poles or anchors, but shall immediately give the Company written notice of such removal. In the event the customer's cables, equipment and facilities shall be removed from any pole as provided by this tariff, no attachment, shall again be made to such pole unless the customer shall have first complied with all of the provisions of this tariff as though no such attachment had previously been made.

If the customer shall fail to comply with any of the terms or conditions of this tariff, or default in any of its obligations under this tariff, and fail within thirty (30) days after written notice from the Company to correct such default or noncompliance, the Company may, at its option, require the customer to forthwith remove all of its pole and anchor attachments.

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41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.2 Rates and Charges

A. General

1) Computation

For the purpose of computing the total attachment fees due, the total fee shall be based upon the number of poles or anchors contacted, whether in service or not in service, on the first day of June and the first day of December of each year.

The first advance payment of the annual charge for attachments shall be prorated from the date that the attachment is made to the pole or anchor to the first regular payment date.

"Drop" contacts shall only be cumulatively reported on or before the first day of June and the first day of December for the preceding six (6) months. Applications for "drop" need not be submitted except on the above semi-annual dates.

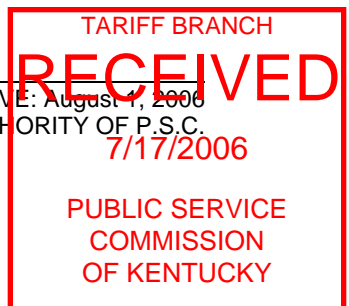
Upon termination of an attachment, the applicable attachment fee shall be prorated for the period during which the attachment was made to the Company's pole or anchor during the final semi- annual period and shall be credited to the customer; provided, however, that there shall be no proration of an attachment fee if the attachment is terminated as a result of any act or omission of the customer in violation of this tariff.

2) Payment Dates

Attachment fees shall be due and payable semi-annually in advance, on the 30th day of January for the first half of the calendar year and on the 30th day of July for the last half of the calendar year. Failure to pay such fees within 30 days after presentment of the bill therefor or on the specified payment date, whichever is later, shall constitute a failure of the customer to comply with the provisions of this tariff and shall result in termination of authorization as specified in Section 41.1.B.3) of this tariff.

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Order No.:



41. POLE AND ANCHOR ATTACHMENTS (Continued)

41.2 Rates and Charges (Continued)

B. Rates

| | <u>Semi-Annual Rate</u> |
|-------------------------------|-----------------------------|
| Pole Attachments | |
| Two-User Poles, per pole | \$3.40 |
| Three-User Poles, per pole | \$2.75 |
| Anchor Attachments | |
| Two-User Anchors, per anchor | \$4.58 |
| Three-User Anchor, per anchor | \$3.05 |

C. Other Charges

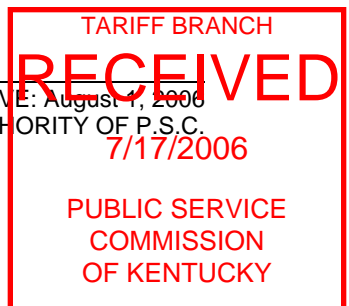
All charges for rearrangement or removal of the customer's facilities from the Company's poles and anchors, and any other work performed for the customer shall be based upon the full cost and expense to the Company for performing such work. The cost to the Company shall be determined in accordance with the regular and customary methods used by the Company in determining such costs.

The charge for replacement of poles shall include the total cost thereof, including the cost of transferring the Company's facilities from the old to the new poles, less the salvage value of any pole that is replaced.

All bills for such other charges shall be payable upon presentation to the customer, and shall be deemed delinquent if not paid within 30 days after presentation to the customer. Failure of the customer to pay such fees within 30 days after presentment of the bill therefor shall constitute a failure of the customer to comply with the provisions of this tariff and shall result in termination of authorization as specified in section 41.1.B.3) of this tariff.

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42. Private Line Service

42.1 IntraLATA Private Line Service

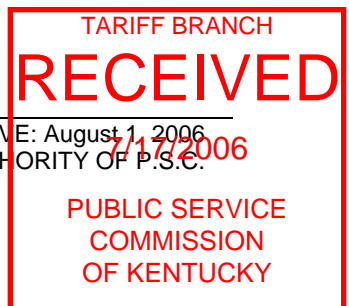
Special Access rates apply for Private Line Services.

Windstream Kentucky West, Inc. is an issuing carrier of and concurs in Kentucky Public Service Commission Tariff 1A, Access Services Tariff, Filed by Duo County Telephone Cooperative Corp., Inc. with the Kentucky Service Commission for intrastate access services. This concurrence includes the rules and regulations governing each service, as well as the rates, including all amendments, revisions or successive issues of such tariffs, and Windstream Kentucky West, Inc. makes itself a party to such rates, charges rules and regulations until this concurrence is revoked or canceled by either company. Subject to the jurisdiction of this Kentucky Public Service Commission, Windstream Kentucky West, Inc. expressly reserves the right to cancel this statement of concurrence when it appears that such cancellation is appropriate.

In addition to the rates and charges provided for above, the Installation Expedite Charge, as specified in Section 27 of this tariff, may also apply.

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43. ABBREVIATED DIALING

ABBREVIATED DIALING

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43, ABBREVIATED DIALING

43.1. 211 Access to Community Information and Referral

43.1.1. General

- A. 211 Dialing Service ("211") is a three digit local dialing arrangement available in specified areas of Windstream Kentucky West, Inc. for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission, (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 211 is available in Windstream Territory only. To provide access to a 211 number to end users in an independent company territory or to a CLECs end user within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- C. The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined within this tariff, as facilities permit. If local calling areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 in the merged local calling area.
- D. This service is furnished subject to the availability of the 211 number.
- E. 211 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- F. Limitations and use of service as stated in this tariff apply.
- G. Directory Listings may be provided for 211 Service at rates and regulations as specified in this Tariff.
- H. Access to 211 Service is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)

- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Cellular - Type 2A

In addition, Operator assisted calls to a 211 subscriber will not be completed.

- I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 211 subscriber is any entity that directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term "control" (including the terms, "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.

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43. ABBREVIATED DIALING (Continued)

43.1. 211 Access to Community Information and Referral (Continued)

43.1.1 General (Continued)

- K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service.
- L. Calls to a disconnected 211 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.
- M. 211 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Company sufficient time for provisioning.
- N. The 211 subscriber is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.

43.1.2. Service Requirements and Conditions

- A. All requests for 211 Service must be submitted in writing to the Kentucky Public Service Commission. The Commission will allocate 211 Service numbers in the specified Basic Local Calling Areas based upon requirements and/or standards established by the FCC.
- B. Within 30 calendar days of the number assignment, the 211 subscriber must initiate a service request order, which will determine the subscriber's provisioning date. This provisioning date must be within 90 calendar days of the date the 211 number is assigned to the subscriber. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
- C. The 211 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256, and any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is affected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- D. Only one 7 or 10 digit local number or one 10 digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10 digit local number or one 10 digit toll free number.
- E. The 211 subscriber must (1) obtain a new 7 or 10-digit number, (2) designate an existing non-published 7 or 10-digit number, or (3) change an existing 7 or 10-digit number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the subscriber. This 7 or 10-digit number must be non-published. When the 211 Service is disconnected or discontinued, the 211 subscriber must surrender this 7 or 10-digit number as part of the 211 Service. This 7 or 10-digit number can be either disconnected or a new 7 or 10-digit number can be assigned. Appropriate rates from Section S4 and S6 of this Tariff will apply.

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43. ABBREVIATED DIALING (Continued)

43.1. 211 Access to Community Information and Referral (Continued)

43.1.2. Service Requirements and Conditions (Continued)

- F. The Federal Communications Commission (FCC) has ordered that certain 211 numbers be assigned for national purposes and certain uses. As requests are submitted by qualifying entities for 211 numbers assigned for national use, the Company will update the Tariff accordingly and inconsistent commercial use of such numbers shall be discontinued according to the following provisions.

Use of 211 Service is subject to possible recall of the 211 code by the NANP (North American Numbering Plan) Administrator for national use. The 211 subscriber must, prior to provisioning of the service, sign a written acknowledgement of this condition and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 97-51 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is effected by the NANP Administrator, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a seven-digit dialing arrangement within the 6-month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

- G. The 211 Service is provided where facilities permit.
- H. 211 subscribers should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach information services provided by dialing a 211 number. Charges for calls to the 211 number made from cellular end users will be billed to the cellular company. This may require the 211 subscriber to enter into a contractual agreement with the cellular company to provide 3-digit access service and the billing associated with the service.
- I. 211 subscribers should work separately with competitive local exchange companies to ascertain their end user customer will be able to reach information service provided by dialing a 211 number. The CLEC company will bill charges for calls to the 211 number made from CLEC end users. This may require the 211 subscriber to enter into a contractual agreement with the CLEC company to provide 3-digit access service and the billing associated with the service.

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43. ABBREVIATED DIALING (Continued)

43.1. 211 Access to Community Information and Referral (Continued)

43.1.2. Service Requirements and Conditions (Continued)

J. 211 Service will be provided under the following conditions:

1. For network sizing and protection, each 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.
2. The customer will subscribe to adequate telephone facilities initially, and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours 211 Dialing service.
3. The Company report of the number of local calls completed to each 211 number will serve as the sole document upon which remittance will be made.
4. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
5. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of an resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
6. Suspension of 211 Service is not applicable for the service.
7. When 211 Service is disconnected all remittance money due to the 211 subscriber may be credited or applied to the final bill issued for the recurring charges associated with this Tariff.
8. If a 211 subscriber discontinues subscription to 211 Service, the 211 number will be disconnected and reassigned according to the conditions defined in A. preceding. Upon the termination of 211 Service, the 211 number may be reassigned after 60 days.

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43. ABBREVIATED DIALING (Continued)

43.1. 211 Access to Community Information and Referral (Continued)

43.1.2. Service Requirements and Conditions (Continued)

J. 211 Service will be provided under the following conditions: (Continued)

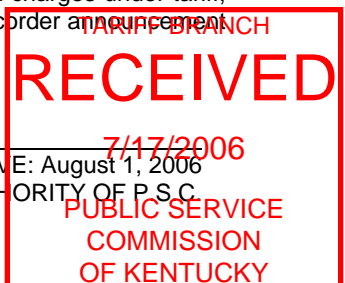
9. Unless otherwise specifically provided in this Tariff, the Company shall be authorized to disconnect any tariffed service provided to the 211 subscriber utilized, directly or indirectly, with the 211 Service which fails to comply with regulations and conditions set forth herein, upon five (5) days notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the 211 subscriber is in compliance with regulations and conditions of the tariffs. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.
10. The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 211 number. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.
11. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

K. If a pre-recorded announcement is utilized by the 211 subscriber, the following conditions apply:

1. The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.
2. 211 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.
3. The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and requirements of the local exchange network.
4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
5. The 211 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder announcement equipment located on the subscriber's premises.

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43. ABBREVIATED DIALING (Continued)

43.1. 211 Access to Community Information and Referral (Continued)

43.1.2. Service Requirements and Conditions (Continued)

- L. The Company will take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that generates unacceptable levels of complaints by end users.
- M. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.
- N. The 211 Service subscriber must be located within the principle exchange of the Basic Local Calling Area in which he subscribes to 211 Service.

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43. ABBREVIATED DIALING (Continued)

43.1. 211 Access to Community Information and Referral (Continued)

43.1.3. Rates and Charges

A. Application of Rates

1. Nonrecurring charges shall apply for each 211 number per local calling area.
2. 211 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.
3. Applicable service order charges as specified in Section S4 of this Tariff will apply, in addition to the following rates.

B. Charges applicable to the 211 Service Subscriber:

1. Establishment of 211 Service, per 211 Service number,
Per Central Office

Nonrecurring
Charge
\$389.90

2. Central Office Activation
Per Central Office

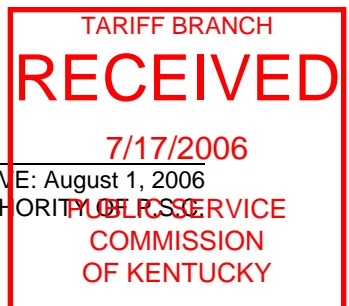
150.00

3. Change of Point –to Number by Subscriber
Per Central Office

13.50

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PUBLIC SERVICE
COMMISSION
OF KENTUCKY



43. ABBREVIATED DIALING (Continued)

43.2 511 Access to Travel Information Services

43.2.1. General

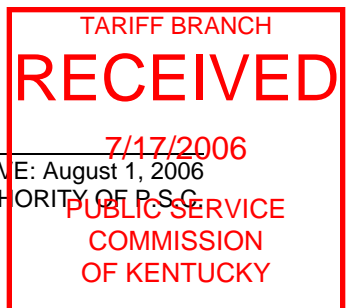
- A. 511 Dialing Service ("511") is a three digit local dialing arrangement available in specified areas, with Windstream Kentucky West, Inc. ("Company"), for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 511 is available from Windstream in Windstream Territory only. To provide access to 511 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511.
- C. The Local Calling Area of the 511 Service subscriber will be the Basic Local Calling Area defined in this Tariff, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged local calling area.
- D. This service is subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in this Tariff apply.
- G. Directory Listings may be provided for 511 at rates and regulations at no charge.
- H. Access to 511 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 511 subscriber will not be completed.

- I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.

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43. ABBREVIATED DIALING (Continued)

43.2 511 Access to Travel Information Services (Continued)

43.2.1. General (Continued)

- J. An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by:", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.
- K. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in Section 30.
- L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

43.2.2. Service Requirements and Conditions

- A. All requests for 511 must be submitted in writing to the Kentucky Public Service Commission. The Commission will allocate the 511 code in the specified Basic Local Calling Areas based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C. The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

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43. ABBREVIATED DIALING (Continued)

43.2. 511 Access to Travel Information Services (Continued)

43.2.2 Service Requirements and Conditions (Continued)

- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3. and A4., of this Tariff will apply.
- E. The 511 Dialing Service is provided where facilities permit.
- F. The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.
- G. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.
- H. 511 will be provided under the following conditions.
 - 1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
 - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.
 - 3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - 4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander subject to applicable state laws.
 - 5. Suspension of 511 as covered in Section 9 of this Tariff is not applicable for this service.
 - 6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.

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43. ABBREVIATED DIALING (Continued)

43.2 511 Access to Travel Information Services (Continued)

43.2.2. Service Requirements and Conditions (Continued)

H. 511 will be provided under the following conditions. (Continued)

7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

I. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.

1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.
2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
5. The 511 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

J. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

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43. ABBREVIATED DIALING (Continued)

43.2. 511 Access to Travel Information Services (Continued)

43.2.3. Rates and Charges

A. Application of Rates

1. A Service Establishment charge shall apply per basic local calling area.
2. 511 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises.
3. Applicable service order charges as specified in Section 27 of this Tariff will apply, in addition to the following rates.
4. A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 511 Dialing Service, per central office switch within the basic local calling area.

B. Charges applicable to the 511 Service Subscriber:

| | <u>Nonrecurring Charge</u> |
|--|--------------------------------|
| 1. Establishment of 511 Service, per 511 Service number, Per Central Office | \$389.90 |
| 2. Central Office Activation Per Central Office | 150.00 |
| 3. Change of Point -to Number by Subscriber Per Central Office | 13.50 |

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43. ABBREVIATED DIALING (Continued)

43.3. 711 Dialing Code for Telecommunications Relay Service (TRS)

43.3.1. General

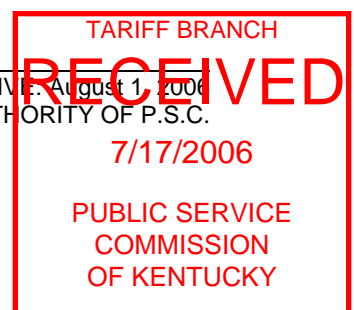
- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay serviced entities as a toll free call. Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, assigned 711 dialing code for nationwide access to TRS entities to be implemented not later than October 1, 2001.
- B. 711 is available from Windstream in Windstream Territory only. To provide access to 711 to end users in a independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- E. This service is subject to limitations and use of service as stated in Section 2 of this Tariff.
- F. Directory Listings may be provided for 711 at no charge.
- G. Access to 711 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service (toll call only)
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Cellular – Type 2A

In addition, operator assisted calls to the 711 will not be completed.

- H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- I. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with the TRS entity. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect of the power to direct or cause the direction of the management and policies of an entity whether through the ownership of voting securities, by contract, or otherwise.

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43. ABBREVIATED DIALING (Continued)

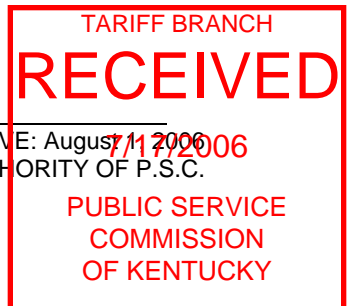
43.3. 711 Dialing Code for Telecommunications Relay Service (TRS) (Continued)

43.3.2. Service Requirements and Conditions

- A. Requests for 711 Dialing Code must be submitted in writing to the Kentucky Public Service Commission, for the assignment of the 711 code, as specified per the Federal Communications Commission in Common Carrier Docket 92-105.
- B. The Company will provision the TRS entity's request within a reasonable time, given the complexity of the order. If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in A. preceding.
- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulation entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the Telecommunications relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach Telecommunications relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach Telecommunications relay services provided by dialing 711.

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43. ABBREVIATED DIALING (Continued)

43.3. 711 Dialing Code for Telecommunications Relay Service (TRS) (Continued)

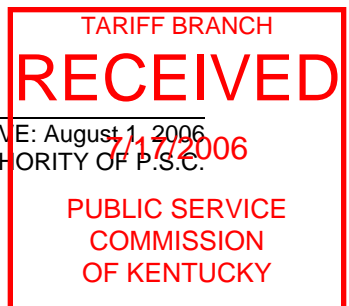
43.3.2. Service Requirements and Conditions (Continued)

H. 711 Dialing Code will be provided under the following conditions:

1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 711 dialing code.
2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone plant.
3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.
4. The TRS entity is responsible for, and shall indemnify, protect, defend, and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
5. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
6. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

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43. ABBREVIATED DIALING (Continued)

43.3. 711 Dialing Code for Telecommunications Relay Service (TRS) (Continued))

43.3.2. Service Requirements and Conditions (Continued)

- I. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply.
 1. The TRS entity will provide announcements. The Company will provide only the delivery of the call.
 2. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
 3. The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, by not limited to, the recorder-announcement equipment located on the TRS entity's premises.
 4. The TRS entity assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.
- J. The Company may take all legal and practical steps to disassociate itself from TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

43.4. Telecommunications Relay Service

43.4.1. General

- A. Telecommunications Relay Service (TRS) is a statewide telecommunications relay system that enables hearing- or speech-impaired persons using TDDs or similar devices to communicate freely with the hearing population not using TDDs and vice Versa.
- B. Using a TDD, a hearing- or speech-impaired person can complete a call to a hearing person by dialing the three digit local dialing arrangement to access the relay center. A relay center attendant received the TDD call and then places a voice call to the hearing party. The attendant relays the typed TDD message by voice to the hearing party and then relays the hearing party's voice message into a typed format back to the hearing- or speech-impaired person's TDD. Or in the reverse, a hearing person could call the relay center to have their voice message relayed to a hearing- or speech-impaired person via the relay center attendant.

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43. ABBREVIATED DIALING (Continued)

43.4. Telecommunications Relay Service (Continued)

43.4.1. Telecommunications Relay Service (Continued)

- B. TRS provides service on a 24 hour per day, seven days per week basis.
- C. The TRS and TAP Program surcharge shall be identified as a one-line item on customer's bills as follows: : "KY TRS/TAP Surcharge".

43.4.2. Regulations

- A. Where the Company transmits messages through the Kentucky Relay Center, the Company shall not be liable for errors in translating, transmitting, receiving, or delivering messages by telephone, TDD, or any other instrumentality over the facilities of the Company, connecting utilities or through the Kentucky Relay Center, in the absence of gross negligence or willful misconduct.
- B. In addition to the charges provided in this tariff and other intrastate toll tariffs in which this Company concurs, a surcharge shall be assessed on all access lines to which the Federal End User Access Line Charge applies and served by this Company. Federal End User Access lines include Multiparty Service, Semi-Public Service, Business Single Line and Residence Single Line Service, and each individual line or trunk for business and Residence Multiline and Centrex CO-like services. This surcharge applies regardless of whether or not the access line uses the Kentucky Relay Service.

43.4.3. Surcharge

A. Telecommunications Relay Service Surcharge:

- 1. Per Residence line, per month \$0.07
- 2. Per Business line, per month \$0.07

B. Telecommunications Access Program Surcharge:

- 1. Per Residence line, per month \$0.02
- 2. Per Business line, per month \$0.02



44. BUNDLED SERVICE OFFERINGS

44.1 Windstream Connect Unlimited Package *

The Windstream Connect Unlimited Package will provide residential customers with a bundle that includes residential one-party service, the Windstream Callers Choice plan, and the Feature Select 6 package for a flat monthly rate. In order to be eligible for the bundle, customers must also subscribe to the Windstream Communication, Inc. Unlimited Bundle Plan.

The Feature Select 6 package in this bundle includes Callers Choice as an anchored feature, plus the customer may choose 6 features from the following non-anchored services: Feature Select 6 is only available as part of this bundled service offering.

Non-Anchored Services:

Caller ID on Call Waiting
Call Waiting
Cancel Call Waiting
Call Forwarding
Preferred Call Forwarding
3-Way CallingVoice Mail Link and
Call Return

Speed Dial 30
Repeat Dial
Selective Call Rejection
Selective Call Acceptance
Call Selector

Basic Voicemail⁽¹⁾ with up to 4
Sub-mail boxes

Residential Monthly Rate \$28.95

* The Windstream Connect Unlimited Package is grandfathered and is only available to existing customers at existing locations.

(1) Voicemail and sub-mailboxes are non-regulated services and are offered, where available.

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